



# Service Bulletin

Bulletin No.: 21-NA-002

Date: January, 2021

## INFORMATION

**Subject: Diagnostic Tip to Diagnose Emission Reduction Fluid Tank Heater Element Exposed to Diesel Exhaust Fluid (DEF) , Service Emission System/Service Exhaust Fluid System Displayed on the Driver Information Center (DIC), Malfunction Indicator Lamp (MIL) Illuminated - DTC P20BB and/or P20C3 Set**

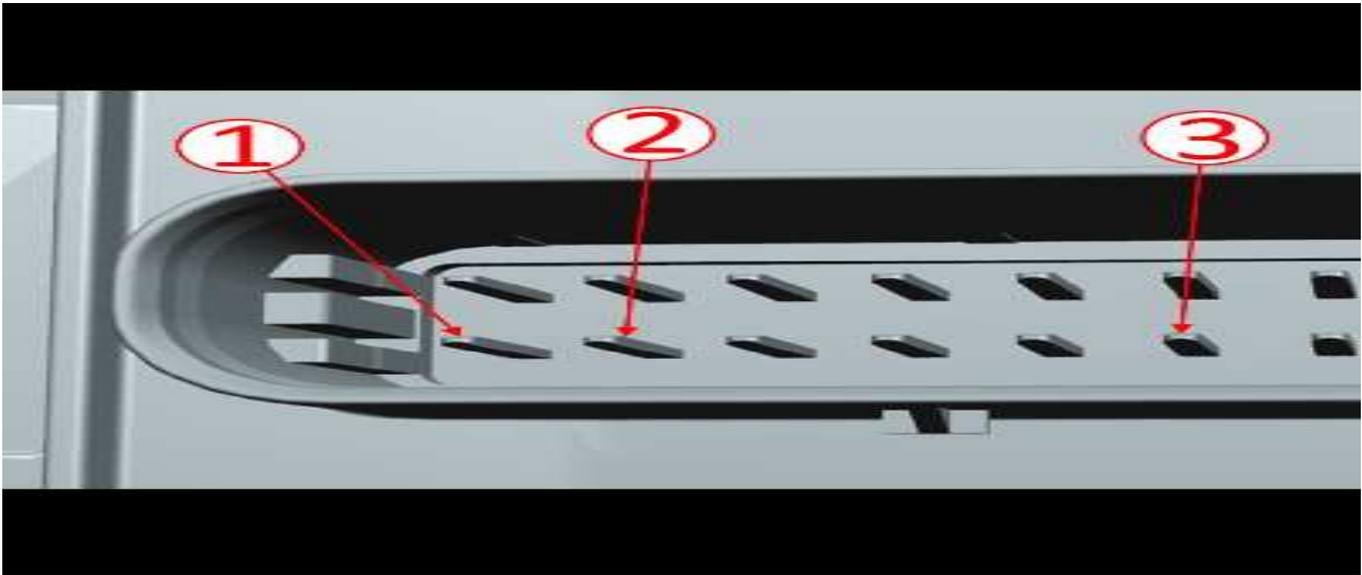
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021	2021			LM2	
Chevrolet	Silverado 1500	2020				LM2	
	Silverado 2500HD/ 3500HD	2020				L5P	
	Suburban	2021				LM2	
GMC	Sierra 1500	2020				LM2	
	Sierra 2500HD/ 3500HD	2020				L5P	
	Yukon	2021				LM2	

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>Some customers may comment that the MIL is illuminated with or without a "Service Emission System/Service Exhaust Fluid System" message.</p> <p>Some technicians may one or more of the following DTCs set in the Engine Control Module (ECM):</p> <ul style="list-style-type: none"> <li>• P20BB: Reductant Heater 1 Control Circuit Low Voltage</li> <li>• P20C3: Reductant Heater 3 Control Circuit Low Voltage Test Status</li> </ul>
<b>Cause</b>	This condition may be caused by a faulty Emission Reduction Fluid Tank heater.
<b>Correction</b>	<p><b>Note:</b> If the technician finds code P20BB and/or P20C3, the following procedure can be used to identify an issue with the Emission Reduction Fluid Tank heater</p> <p>The following procedure may be useful to identify if the heater element is exposed to DEF fluid</p>

### Service Procedure

**Important:** Ensure that the Emission Reduction Fluid Tank has enough fluid in it to cover the heaters before performing the resistance measurement.

1. Turn the vehicle off.
2. Disconnect the Emission Reduction Fluid Tank Reservoir Wire Harness.



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3. Utilizing a DVOM, measure resistance from pin 9 (1) to pin 14 (3) of the Emission Reduction Fluid Tank.
4. Measure resistance on pin 10 (2) to pin 14 of the Emission Reduction Fluid Tank.
  - If either resistance readings are less than 10M ohm, the heater is faulty.
  - If both resistance readings are greater than 10M ohm, refer to SI for further diagnostics.

Version	1
Modified	Released January 13, 2021