



# Service Bulletin

Bulletin No.: 21-NA-007

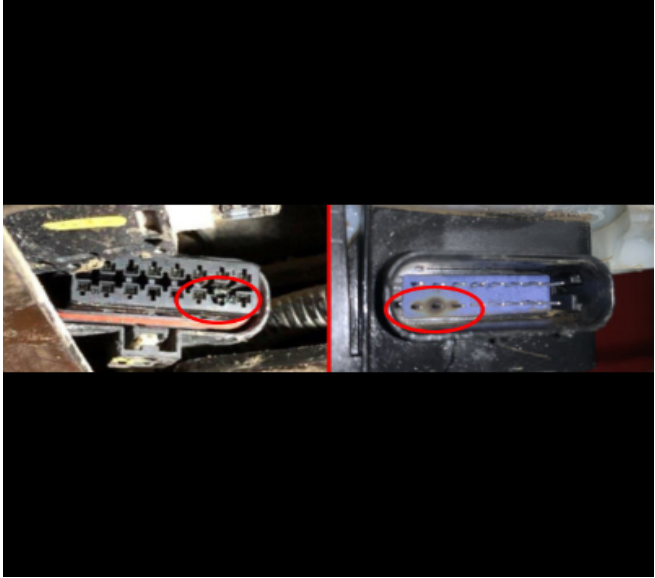
Date: January, 2021

## INFORMATION

**Subject: Diagnostic Tip to Diagnose Emission Reduction Fluid Tank Electrical Connector Inspection, Reduced Power Message, Service Emissions System, System Displayed on the Drivers Information Center (DIC) Malfunction Indicator Lamp (MIL) Illuminated - DTC P02C1, P21DD, P221C, P10D9, P10F3, P143C, P20B9, and/or P221E**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	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 Models	2021				LM2	

<b>Involved Region or Country</b>	North America, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, Cadillac Korea (South Korea), Thailand (ASEAN), Australia/New Zealand
<b>Condition</b>	<p>Some customers may comment that the MIL is illuminated and a reduced power message with a Service Emissions System message as well.</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>• P20C1: Reductant Heater 3 Control Circuit</li> <li>• P21DD: Reductant Tank Heater 1 Low Current</li> <li>• P221C: Reductant Tank Heater 2 High Current</li> <li>• P10D9: Reductant Heater 1 Control Circuit Shorted</li> <li>• P10F3: Reductant Heater 2 Control Circuit Shorted Reductant Heater 2 Control Circuit</li> <li>• P143C: Reductant Heater 3 Control Circuit Shorted Reductant Heater 2 Control Circuit</li> <li>• P20B9: Reductant Heater 1 Control Circuit</li> <li>• P221E: Reductant Tank Heater 3 Low Current</li> </ul> <p>Some technicians may also find when commanding one of the heaters on, that there is no current, 0 amps in GDS2 or unable to command the heaters on.</p>
<b>Cause</b>	This condition may be caused by a poor connection at the Emission Reduction Fluid Tank electrical connector.

<p>Correction</p>	 <p>5708899</p> <p>Inspect the Emission Reduction Fluid Tank electrical connector for any signs of damage and repair as necessary. If this condition is not found, refer to normal SI diagnostics</p>
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<p>Version</p>	<p>1</p>
<p>Modified</p>	<p>Released January 20, 2021</p>

