



Service Bulletin

Bulletin No.: 20-NA-110

Date: August, 2021

INFORMATION

Subject: Information on Diesel Exhaust Fluid (DEF) Pump Unable to Build Pressure After Replacement

Attention: Only perform this procedure after replacing the DEF pump and the system does not build pressure (does not prime).

Brand:	Model:	Model Year:		VIN:		Engine: (Diesel)	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2022			LM2	
Chevrolet	Colorado	2016	2021			LWN	
	Cruze	2017	2020			LH7	
	Express	2017	2021			LWN	
	Equinox	2018	2019			LH7	
	Silverado	2017	2018			L5P	
	Silverado 1500 (New Model-12th VIN=7)	2019	2019			LM2	
	Silverado 1500	2020	2021			LM2	
	Silverado 2500/3500	2019	2021			L5P	
	Silverado 4500HD/5500HD/6500HD	2019	2021	—	—	L5D	—
	Silverado LD	2019	2019			LM2	
	Tahoe	2021	2022			LM2	
GMC	Canyon	2016	2021			LWN	
	Savana	2017	2021			LWN	
	Sierra	2017	2018			L5P	
	Sierra 1500	2020	2021			LM2	
	Sierra 2500/3500	2019	2021			L5P	
	Sierra Limited	2019	2019			LM2	
	Terrain	2018	2019			LH7	
	Yukon Models	2021	2022			LM2	

Involved Region or Country	North America, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, China, Thailand, Egypt, Other Africa, Australia/New Zealand
Condition	Some technicians may comment that after replacing the DEF pump, the pump will not build pressure and one or more of the following DTCs may set: <ul style="list-style-type: none"> • P20E8: Reductant Low Pressure • P249C: Excessive Time To Enter Closed Loop Reductant Injection Control

Information	<p>If after replacing the DEF pump, the system is unable to build pressure, inspect for any leaks, loose connections or kinks in the supply line.</p> <p>After performing an initial leak test three times, if low pressure is present, this may be because the DEF pump filter has dried out.</p> <p>Allow the vehicle to sit overnight with the new pump and DEF fluid to re-saturate the DEF pump filter. In the morning, perform the leak test three additional times. The pump should now be able to build pressure.</p>
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Parts Information

No parts are required for this repair.

Warranty Information

Important: This Labor Operation should not be used for initial diagnosing of low system pressure. This Labor Operation should only be used if **after** the emission reductant fluid tank (4025130 Emission Reduction Fluid Tank Replacement) or the emission reductant fluid pump (4029820 Emission Reduction Fluid Supply Pump Module Replacement) has been replaced and the system will not build pressure.

Important: Only apply the additional labor time if the vehicle requires overnight soak time and re-test.

For vehicles repaired under the Emission coverage (Coverage Code E), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4087458*	Perform DEF Pump Pressure Test	0.4 hr
*This is a unique Labor Operation for bulletin use only.		

Version	4
Modified	<p>Released June 11, 2020</p> <p>October 13, 2020 – Added the Attention statement, 2016 Model Year to Colorado and Canyon, updated the Involved Region or Country section, added first Important statement under Warranty Information and updated the warranty coverage statement.</p> <p>January 11, 2021 – Added the 2021 Model Year and removed Korea.</p> <p>August 20, 2021 – Added the 2021-2022 Cadillac Escalade, Chevrolet Tahoe and GMC Yukon models and Australia/New Zealand to the Involved Region or Country section.</p>

