



Service Bulletin

PRELIMINARY INFORMATION

Subject: 2014 Chevrolet Cruze Diesel Heated Oxygen Sensor - HO2S - Part Restriction

Models: 2014 Chevrolet Cruze
Equipped with the 2.0L (RPO-LUZ) 4-cyl Diesel Engine

This PI was superseded to update recommendations. Please discard PIP5145.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement efforts the 2014 Chevrolet Cruze equipped with the 2.0L Diesel engine (RPO LUZ) Heated Oxygen Sensor (HO2S or O2) part number 12644786 will be placed on a parts restriction through the Product Quality Center (PQC). This parts restriction will assist Engineering with product feedback.

Recommendation/Instructions

If you require a Heated Oxygen Sensor (HO2S or O2) for a 2014 Chevrolet Cruze equipped with the 2.0L Diesel engine (RPO LUZ), please complete the diagnostic questionnaire before you contact the PQC at 1-866-654-7654.

Technician's Name/Direct Phone:

Is the restricted part being requested for customer pay?

Customer's concern:

List all DTCs:

Are the current (active) DTCs repeatable?

Has a Charge Air Cooler Diagnosis (Induction System Smoke Test) been performed?

If a leak was found during Charge Air Cooler Diagnosis – please note where the leak is.

Is there a Diesel Exhaust Fluid Warning Message on the Driver Information Center (DIC)?

What is the actual wording of the message?

Is the condition temperature related?

If yes, under what conditions?

Is the condition drive cycle related?

If yes, under what conditions?

Have you completed the appropriate SI documents for the DTCs listed?

What SI documents were used for diagnosis?

Using the SI document listed above, list all answers to all steps that were followed in the Circuit/System Testing section.

What step in the SI document led to replacement of the Heated Oxygen Sensor?

Is the vehicle modified/non-production accessories? Yes/No

Was TAC contacted? Yes/No

If Yes, TAC Case#:

If applicable, what was TAC agent's recommendation?

Note: The PQC agent may request a picture of the Heated Oxygen Sensor (HO2S or O2). The picture would be used as a visual aid in determining carbon (soot) build up. If requested, email the picture to GMPartRestriction@gmexpert.com, with the dealer's BAC code and the PQC case number in the email title line

ADDITIONAL SI KEYWORDS:

O2 P0131 P0132 P0133 P11A6 P11A9 P2237 P2243 P2251 P2297 P2A00

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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