



Service Bulletin

PRELIMINARY INFORMATION

Subject: 2014 Cruze Diesel Engine Exhaust Gas Recirculation (EGR) System Parts Restriction

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

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) Exhaust Gas Recirculation (EGR) system part numbers 12656014, 55566052, 55593617, 12656015 and 12644798 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 component of the exhaust gas recirculation (EGR) system 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:

Has TAC been contacted?

If yes, TAC case number?

TAC's recommendation?

The Customer's Concern?

Can the concern or DTCs be duplicated?

List the current (active) DTCs:

Does this vehicle have a history of repairs related to this concern?

Is the vehicle modified with any non-production accessories? (Please document)

Have the EGR system connectors been checked for "backed out" or damaged connector/terminals?

Has the EGR wiring harness been checked for proper routing and free from any stretched and pinched wiring?

Have all the related engine grounds been checked?

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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