



Service Bulletin

PRELIMINARY INFORMATION

Subject: 2014 Chevrolet Cruze Diesel NOX 2 Sensor - Part 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) NOX 2 Sensor part number 12641557 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 NOX 2 Sensor 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?

Has a Reductant Fluid Quality Test been performed?

Has this vehicle had a history of repair involving the DEF Injector, DEF Fluid Replacement, Diesel Exhaust Fluid Warning Message on the Driver Information Center (DIC) or NOX sensors?

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 NOX 2 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?

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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