



File in Section: -

Bulletin No.: PIE0275

Date: December, 2013

Service Bulletin

PRELIMINARY INFORMATION

Subject: Engineering Information – Low Coolant Level, Coolant Leak, Coolant Odor, Heater not Working Properly, Engine Overheating

Models: 2013 Chevrolet Cruze, Sonic
Equipped with 1.4L Turbo Engine (RPO LUV)
Vehicles Sold in United States Only

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on a low coolant level, coolant leak, coolant odor, heater not working properly or engine overheating condition.

When checking the vehicle for coolant leaks, coolant may be seen in the water pump area.

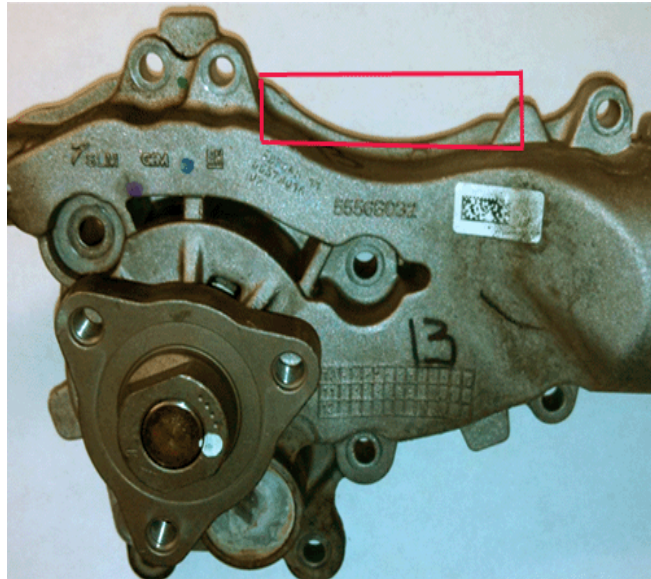
Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

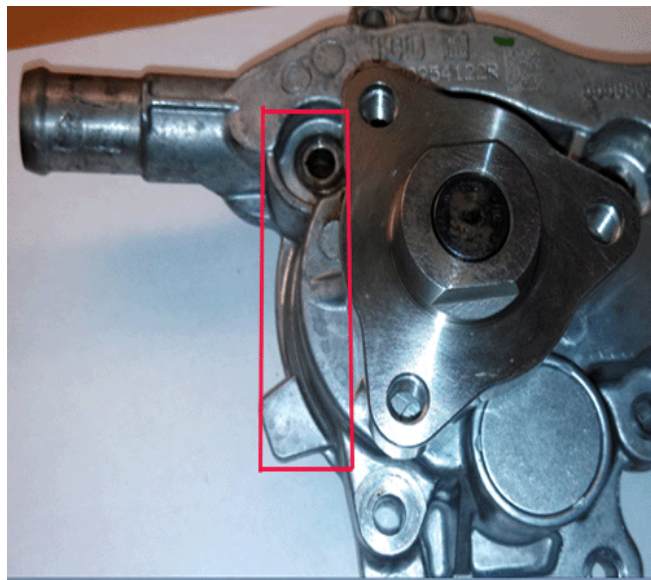
This condition may be caused by a leaking water pump gasket. This gasket is located between the water pump housing and the engine front cover.

Perform the following inspection steps before contacting engineering:



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1. Inspect for evidence of coolant leaking along the upper section of the water pump casting (area in red). This section of the pump casting is curved and located above the pump shaft center line and in between the water pump pulley and thermostat.



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2. Also inspect for traces of coolant along the pump casting located between the outlet to heater core and water pump shaft (area in red). This leak is coming from the mounting bolt hole. The mounting bolt hole is located above the center line of the pump shaft, behind the water pump pulley and in between the outlet to heater core and water pump shaft.

If one or both of these leaks are detected, contact the engineer listed below for further instructions. DO NOT disassemble any components prior to making the call to engineering. Engineering may request the parts being replaced for inspection.

If the coolant is not leaking from the above described areas, proceed with normal SI diagnostic steps.

Contact Information

Engineer Name	Phone Number
Genci Gurabardhi	(248) 431-9623

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4080308*	Engineering Information- Low Coolant Level, Coolant Leak, Coolant Odor, Heater not Working Properly, Engine Overheating	0.2 hr
* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		