PRELIMINARY INFORMATION

Subject: **2014 Chevrolet Cruze Diesel NOX Catalytic Converter - SCR - 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 Catalytic Converter (sometimes referred to as a Selective Catalyst Reducer (SCR)) part number 22867460 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 Catalytic Converter (SCR) 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:

Customer's concern:

Is the restricted part being requested for customer pay?

List all DTCs:

Are the current (active) DTCs repeatable?

Is the condition temperature related?

If yes, under what conditions?

Is the condition drive cycle related?

If yes, under what conditions?

Is there an Exhaust Fluid Warning Message displayed on the Driver's Information Center?

If Yes, What is the exact wording of the Warning Message?

Have you completed the appropriate SI documents for the DTCs listed? Yes/No

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 Catalytic Converter?

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.