



Service Bulletin

File in Section: -

Bulletin No.: PIP5127

Date: June, 2013

PRELIMINARY INFORMATION

Subject: 2014 Chevrolet Cruze 2.0L Diesel Engine (RPO-LUZ) Exhaust Particulate Sensor Assembly 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 Particulate Sensor Assembly (Part Number 12655962) 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 an Exhaust Particulate Sensor Assembly for a 2014 Chevrolet Cruze equipped with the 2.0L Diesel engine (RPO LUZ), please complete the following diagnostic questionnaire before you contact the PQC at 1-866-654-7654.

Caller's Name/Position:

Direct Phone Number:

Q1: Is the Restricted part being requested for:

- Customer Pay
- A Model Year Not Listed
- A Vehicle Line Not Listed

Q2: Customer's Concern:

⇒ Customer's concern duplicated?

⇒ If SES light, what is the DTC?

Q3: If TAC has been contacted: Case number?

⇒ TAC's recommendation?

Q4: Are any of the DTCs repeatable?

Q5: List current (active) DTCs:

Q6: Have you completed the appropriate SI documents for the DTCs listed?

Q7: Does this vehicle have a history of repairs related to this concern?

Q8: Is the vehicle modified/non-production accessories?

Q9: What SI document #'s were used for diagnosis?

Q10: Using the SI document listed above, list all answers to all steps that were followed in the Circuit/System Testing section.

Q11: What step in the SI document led to replacement?

Q12: Have the Particulate Matter Sensor connectors been checked for "backed out" or damaged connector/terminals?

Q13: Is the condition temperature related?

⇒ If yes, under what conditions?

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.