



# Service Bulletin

## 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

*This PI was superseded to update Condition/Concern. Please discard PIP5127.*

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 Numbers 12655962 and 12661098) 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?

**ADDITIONAL SI KEYWORDS**

12655962 12661098 P1472 P147F P24AE P24AF P24B1 P24B3 P24B4 P24B5 P24B6 P24B7 P24C6 P24C7 P24D0 U02A3

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.

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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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