



# Service Bulletin

File in Section: -

Bulletin No.: PIE0281

Date: February, 2014

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Exhaust Fluid Quality Poor Message Displayed and/or DTC P20EE Set

**Models:** 2014 Chevrolet Cruze  
Equipped with 2.0L Diesel Engine (RPO LUZ)

**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 Exhaust Fluid Quality Poor message being displayed on the driver information center (DIC).

When checking the vehicle for DTCs, the ECM may report P20EE set as current or in history.

### 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

**Important:** The engineer is only interested in vehicles that have DTC P20EE set. DO NOT contact the engineer if the vehicle only has the Exhaust Fluid Quality Poor message.

If you encounter a vehicle with the above concern, please contact one of the engineers listed below for further instructions. DO NOT perform the Diesel Particulate Filter (DPF) Service Regeneration procedure or Reductant Fluid Quality Test prior to calling.

### Contact Information

Engineer Name	Phone Number
Jose Deleon	248-343-7511
Rebecca Darr	734-231-8947

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
4080368*	Engineering Information – Diesel Exhaust Fluid Quality	0.4 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		