



Service Bulletin

PRELIMINARY INFORMATION

Subject: Exhaust Gas Temperature Sensors Restriction

Models: 2014 - 2015 Chevrolet Cruze
Equipped with the 2.0L (RPO-LUZ) 4-cyl Diesel Engine

This PI was superseded to update Recommendation/Instructions. Please discard PIP5266B.

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 and 2015 Chevrolet Cruze equipped with the 2.0L Diesel engine (RPO LUZ) Exhaust Gas Temperature Sensors (Part number 55598259 (EGT1), 55581035 (EGT2) and 55581034 (EGT3)) 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 Gas Temperature Sensor for a 2014 or 2015 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: Was TAC or the DMA contacted

TAC Case#:

What was TAC's recommendation?

DMA Name/Email:

Q3: Customer's Concern:

Was the concern duplicated?

Q4: Was the concern a current (active) DTC

Are any of the DTCs repeatable?

Q5: If P20E2 or P20E4 are set, record Freeze Frame data:

EGT#1

EGT#2:

EGT#3:

Ambient Air Temp:

ECT Sensor:

Engine Run Time:

Engine Off Time:

Q6: What SI documents were used for the DTCs listed

Q7: What step in the SI document listed above led to replacement of the EGT sensor?

Q8: Is the vehicle modified with any non-production accessories (block heater or other)?

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.

ADDITIONAL SI KEYWORDS:

1 2 3 D1SC MIL P0545 P0546 P10D0 P144E P144F P20E2 P20E4 P2032 P2033 P2080 P2084 P242B P242C P242D P2428

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