Subject: **Engineering Information – Constant Horn and/or Related Horn Concerns**

Attention: **Proceed with this EI 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 bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze (VIN B)	2016	2017			All	All

Involved Region or Country	North America
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 constant horn and/or any horn related concerns.
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 wil be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform horn system diagnosis per SI.

Prior to removing the steering wheel airbag from the steering wheel, contact the engineer listed below.

Contact Information

Engineer Name	Phone Number
Rob Parks	586-879-3800

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
2080748*	Engineering Information – Constant Horn and/or Related Horn Concerns	0.4 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

Version	1
Modified	