

Special Coverage Adjustment

16018 Diesel Particulate Sensor Warranty



Reference Number: N16204339

Release Date: October 2016

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2014	2015	LUZ	2.0L Diesel Engine

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On some 2014-2015 model year Chevrolet Cruze vehicles, equipped with a 2.0L diesel engine (RPO LUZ), a diagnostic trouble code P24AE, P24AF, P24C6 or P24C7 may set as a result of exhaust particulate sensor failure caused by either sensor contamination or sensor damage from humidity in the exhaust.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 31, 2016, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 31, 2016, must be submitted to the Service Contract provider.
Correction	Dealers are to replace the exhaust particulate sensor as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Exhaust Particulate Sensor	12662647

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900390	Diagnostic Time Only – No Repair Required	0.1-0.3	ZREG	N/A
9900391	Exhaust Particulate Sensor Replacement Add: Diagnostic Time	0.5 0.1-0.3	ZREG	N/A

Service Procedure

- Verify that the exhaust particulate sensor requires replacement. Refer to the appropriate diagnostic information in SI.
 - If the exhaust particulate sensor does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - If the exhaust particulate sensor requires replacement, replace the exhaust particulate sensor. Refer to *Exhaust Particulate Sensor Replacement* in SI.
- FOR CALIFORNIA, CONNECTICUT, DELAWARE, MARYLAND, MASSACHUSETTS, MAINE, OREGON, VERMONT, WASHINGTON VEHICLES ONLY: Install a Recall Identification Label upon recall completion. See General Motors Service Policies and Procedures Manual, Section 6.1.4 - Recall Identification Label, for details.
- CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify customers of this special coverage on their vehicle (see copy of typical customer letter included with this bulletin).

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Special Coverage Adjustment

16018 Diesel Particulate Sensor Warranty



November 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2014 or 2015 model year Chevrolet Cruze, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2014 and 2015 model year Chevrolet Cruze vehicles, equipped with a 2.0L diesel engine, may have a condition where a diagnostic trouble code P24AE, P24AF, P24C6 or P24C7 may set as a result of exhaust particulate sensor failure caused by either sensor contamination or sensor damage from humidity in the exhaust.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014 or 2015 model year Chevrolet Cruze within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

16018

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4232
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 31, 2016

Subject: 16018 - Special Coverage
Diesel Particulate Sensor Warranty

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

To: All Chevrolet Dealers

General Motors is releasing Special Coverage 16018 today. The total number of U.S. vehicles involved is 12,540. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on November 7, 2016.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 31, 2016. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS