

Subject: Engineering Information — Malfunction Indicator Lamp Illuminated with DTC P21A9, P203B, or P206B Set

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 Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2018	2018			LH7	All

Involved Region or Country	North America
Additional Options (RPOs)	Hatchback models equipped with Diesel Engine Only (RPO LH7)
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on a malfunction indicator lamp illuminated.</p> <p>During diagnosis a technician may find one or more of the following DTC's set or stored in the reductant control module:</p> <ul style="list-style-type: none"> • P21A9 — Reductant Level Sensor 2 Performance • P203B — Reductant Level Sensor 1 Performance • P206B — Reductant Quality Sensor Circuit Performance
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.

Correction

If you encounter a vehicle with the above concern, gather the following information **PRIOR** to attempting any repairs:

- Prior to the fault occurring was the vehicle parked outside or in a warm garage?
- What was the outside temperature condition the vehicle experienced before the drive when the fault occurred?
- Gather the following information from the freeze frame:
 - Ambient temperature
 - Reductant temperature
 - Reductant level
 - Engine run time
 - Engine off time
 - Reductant Concentration

Contact one of the engineers below with your findings.

Contact Information

Engineer Name	Phone Number
Dave Simpson (Canada Dealers)	(289) 404-2971
Zach Gillett (United States Dealers)	(586) 335-1554

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
4086128*	Engineering Information — Malfunction Indicator Lamp Illuminated with DTC P21A9, P203B, or P206B Set	0.4 hr

* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released February 22, 2018