INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

STAR Case

Case Number: [redacted]

Release Date: 3/21/17

Symptom/Vehicle Issue: Crankshaft/Camshaft Timing Misalignment - Bank 1 Sensor 1

Discussion: If the vehicle comes into the dealership with a P0016 DTC and we have verified all timing marks align, phasers, and oil pressure is at specifications but the DTC will not clear inspect the timing chain, guides, and tensioners for any issues. Reference service information section 09 - Valve Timing - Standard Procedure – Measuring Timing Chain Wear, for proper specifications regarding the tensioner measurements. If the tensioner is found to be outside of specification replace the associated timing components.

Verification: Remove cover and inspect components, if damage or wear is found replace and retest. If inspections shows everything is within specification please contact STAR for further diagnostic assistance.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via ECCI or eCONTACT ticket if no solution is found