

STAR On-Line Publication

Case Number: S2018000006

Release Date: 05/28/2020

Symptom/Vehicle Issue: Cold start rough idle condition.

Discussion: A small number of customers may experience a rough idle after a cold start that could last for several seconds with no other drivability concerns.

Please connect the vehicle to wiTECH and ensure that the vehicle's PCM is at the latest software level. If the vehicle has the most up-to-date software in the PCM, continue normal diagnostics to ensure no other issues exist.

If your diagnostics do not uncover an additional root cause, poor fuel quality could be the main driver in the rough idle condition. 2019 DT's equipped with 5.7L V8 HEMI MDS VVT Engines (Sales Codes EZH and EZL) are marginally more sensitive to poor fuel quality than those equipped with earlier versions of the engine.

Field studies suggest that this rough idle condition is exhibited in certain ambient temperatures due to poor fuel quality.

Please advise customers that the intermittent roughness does not harm the engine or vehicle, and will not result in additional drivability concerns. Fuel quality may be suspect and customers should try different gas station brands and locations the next time their vehicle requires fueling.

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