

STAR ONLINE PUBLICATION

Case Number: S2018000008

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Symptom/Vehicle Issue: Engine Surge Feel and/or Diagnostic Trouble Code P0299 – Turbo Underboost Condition After Updating The Powertrain Control Module (PCM) Software.

Discussion: A small number of customers may experience an intermittent engine surge feel when accelerating under load, or at steady highway speeds. Typically, there are no DTCs setting when this happens. However, occasionally DTC P0299 may set.

Upon further investigation, it may be noted that this condition may not have been present before the PCM was updated with the latest available calibration.

NOTE: If DTC P0299 is present. Ensure that all other applicable published diagnostics, TSBs, and SOL Publications are followed prior to continuing with this SOL Publication.

If you receive a vehicle in with this condition, please follow all published diagnostics for the condition. If Diagnostics are followed, and no issues were found, the issue may be a characteristic of the current calibration.

Engineering is aware of the condition, and is currently developing a software update to address the concern. At this time, there is no firm ETA on when the updated calibration will be available. When the repair solution is available, a TSB containing a complete repair procedure will be released.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR 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 TechCONNECT or eCONTACT ticket if no solution is found