



STAR ONLINE PUBLICATION



Case Number: S2118000015 REV. A

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Symptom/Vehicle Issue: Malfunction Indicator Lamp (MIL) Illumination. Diagnostic Trouble Code (DTC) P0403 – EGR Control Circuit Open, Set.

Discussion: Reports have been received from the field of EGR valves being replaced for DTC P0403. An analysis of the returned parts has found that all were no trouble found (NTF). Further analysis indicate that this DTC may have been stored upon arrival and that the vehicle may have had other active DTCs at the time of repair unrelated to the EGR valve. If you receive a vehicle in with this DTC, please ensure to review the following prior to replacing the EGR valve.

1. If the vehicle has P0403 set in stored status along with other active DTCs or drivability symptoms, diagnose and repair those DTCs first before diagnosing P0403. Once repaired, attempt to duplicate the P0403. If the DTC resets, proceed with normal diagnostics.
2. If the vehicle is in with a MIL complaint and DTC P0403 is the only active code, proceed with normal diagnosis. Closely inspect all connections for loose, damaged, or pushed out pins and repair as necessary.
3. If the vehicle is in with a MIL complaint and DTC P0403 is the only code set but is stored, allow the vehicle to cold soak overnight. Start the vehicle up, and attempt to duplicate the DTC. If the P0403 resets, proceed with normal diagnosis.

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