



STAR ONLINE PUBLICATION



Case Number: S2207000003

Release Date: December 2022

Symptom/Vehicle Issue: Suspected Internal Exhaust Gas Recirculation (EGR) Cooler Coolant Leak, Additional Diagnostics.

Customer Complaint/Technician Observation: Reports are being received of EGR coolers being replaced due to suspected internal cracking, leading to a loss of coolant concern. However, an analysis of returned parts has revealed that most parts replaced are No Trouble Found (NTF).

If diagnosing a vehicle for a coolant loss condition, and the leak source is believed to be the EGR cooler, please perform the EGR Cooler Pressure Test to verify the leak before replacing any parts. For detailed procedures please refer to Service Library Service Information Section 07 – Cooling > Diagnosis and Testing > Cooling System Leaks.

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, eCONTACT or Service Library entry if no solution is found.