



STAR ONLINE PUBLICATION



Case Number: S2318000005

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Symptom/Vehicle Issue: Customer's complaint may include a message appearing in the cluster's information center stating, "See User's Manual For Proper Oil And Fuel" or "Service Engine See Dealer".

Discussion: Either message could potentially be triggered if the wrong fuel or oil is used in the vehicle. The customer should be asked about fuel usage (octane) and whether oil was changed or added prior to the appearance of either message.

Fuel usage in H.O. engine applications should be 91+ octane fuel only.

Fuel usage in S.O. engine applications should be 87+ octane fuel only.

Engine oil for either application should be the proper weight (see specifications in Service Library depending on H.O. or S.O. application) and have an API rating of SN+ or higher.

Be sure to advise the customer regarding proper fuel and oil type during interview.

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



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Diagnostic/Repair Procedure:

For H.O. engines: Remind the customer about proper fuel and oil type. Ask about fuel additives (octane booster).

If any fuel additive has been used, drain tank and fill with 91+ octane fuel.

Change the oil if the customer indicates that 91+ octane fuel has been used, or, if oil has been added or changed (outside of dealer).

Check spark plugs for damage/unusual appearance and replace as necessary.

For S.O. engines: Remind the customer about proper fuel and oil type. Ask about fuel additives (octane booster).

If any fuel additive has been used, drain tank and fill with 87+ octane fuel.

Change the oil if the customer indicates that 87+ octane fuel has been used, or, if oil has been added or changed (outside of dealer).

Check spark plugs for damage/unusual appearance and replace as necessary.

Please advise the customer that the use of improper fuel in each application can cause driveability/performance issues.

Continued use of improper fuel in each application could eventually result in engine damage.

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