



## STAR ONLINE PUBLICATION



**Case Number: S2314000001**

**Release Date: November 2023**

**Symptom/Vehicle Issue:** Long crank time, no start, loss of power, engine shut off, message in cluster for “Limited Performance Fuel Service”

**Customer Complaint/Technician Observation:** Customer’s complaint may include a long crank time, no start, loss of power or engine shut off. The condition(s) may be accompanied by a message for “Limited Performance Fuel Service” in the instrument cluster.

**Repair Procedure:** Please perform the procedure below:

**Note:** The fuel system is under constant high pressure (even with engine off). Before servicing any fuel system hose, fitting or line, the fuel system pressure must be released according to the procedures in Service Library.

Attempt to start the engine. Does the engine start?

Yes>> If the engine starts, then proceed to Fuel System Diagnosis and Testing (HIGH PRESSURE FUEL SYSTEM LEAK TEST) found in Service Library.

No>> If the engine does not start, check the quality of the fuel at the low pressure fuel line.

If the fuel is found to be contaminated or cloudy, then check for blockage at the high pressure pump inlet according to the steps below:

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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Inspect pump inlet with a borescope if available – see Figure 1.

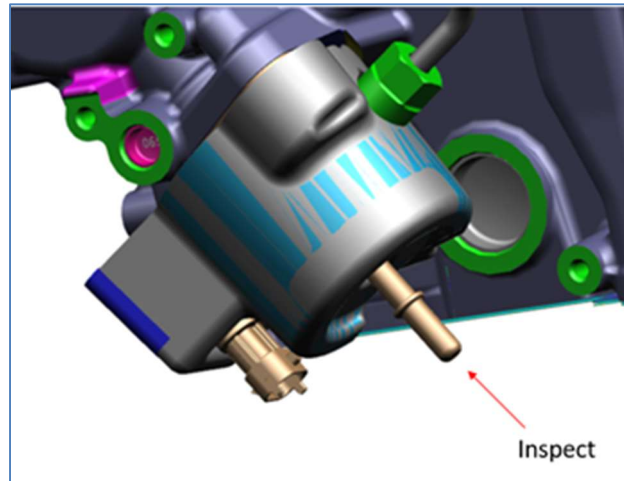


Figure 1

If the pump inlet is found to be contaminated as shown in figure 2.0, then replace the high pressure pump.

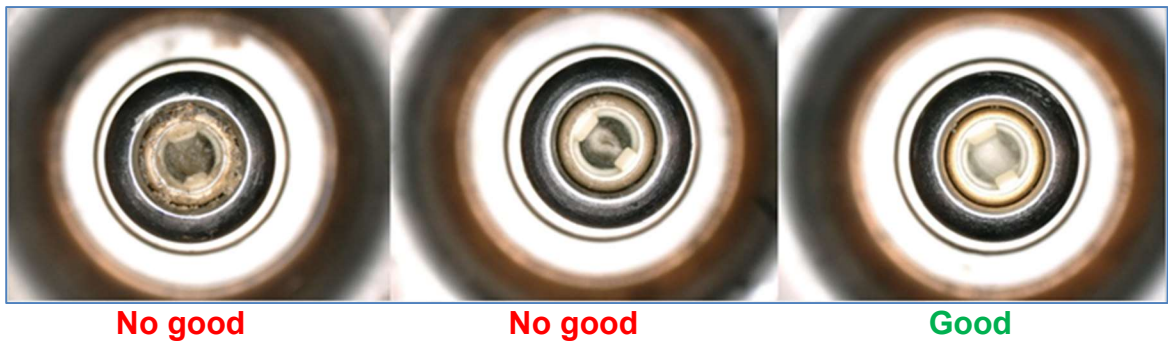


Figure 2 – Inlet Port contaminated vs. not contaminated

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If the high pressure pump is not contaminated as shown in figure 2, then **do not** replace the high pressure pump and proceed to the next steps.

- Flush all the fuel lines on the low pressure side due to potential debris.
- Drain the Fuel Tank and add 3 gallons of new fuel.
- Start the engine. If the engine starts, perform the POWERTRAIN VERIFICATION TEST in Service Diagnostics to verify fix.
- If the engine does not start, perform engine no start diagnostics published in Service Library.

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