



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Mil-On/Check Engine Lamp-On

Customer Complaint/Technician Observation: Customer's complaint may include a Mil-On/Check Engine Lamp-On condition. The customer may also complain that the remote start function is not working. Upon further investigation, there may be a DTC set in the Powertrain Control Module (PCM) for P0116-Engine Coolant Temperature Sensor 1 Performance.

Discussion: Before performing published diagnostic routines for the above symptoms, ask the customer about specific conditions that may have existed before the symptoms occurred. Question the customer if the ambient temperature was around -20F or below and whether or not the vehicle had the block heater plugged in. Also question if the symptoms seemed to occur upon startup, whether started remotely or manually.

If the issue occurred after the ambient temperature was -20F or below, the vehicle block heater had been plugged in and the symptoms occurred at startup, the issue is under engineering investigation at this time and no repair should be attempted. Erase the DTC and return the vehicle to the customer.

Be sure to click on the "Get Notified" button in Service Library on the same page this publication was found to receive notification when the resolution for this issue is released to the field.

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