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Symptom/Vehicle Issue: Engine Overheating

Customer Complaint/Technician Observation: Customer complaint may include engine “overheating”.

Discussion: When dealing with a customer complaint of engine “overheating”, it is most important to understand exactly what the customer’s definition is of “overheating”. An explanation from the customer of what exactly happened is necessary.

Overheating descriptions could include warning lamp(s), messages in the cluster, steam/smoke coming from under the hood, gauge “running higher than normal”, actual engine temperature higher than what the customer considers normal, smells hot, coolant leaking under the vehicle, etc.

Once the condition is understood, the technician is expected to follow the six-step diagnostic process to properly diagnose the condition. The process also includes, duplicating the concern, properly diagnosing the root cause, making the proper repair, confirming the repair successfully rectifies the issue AND **MAKING SURE THERE IS NO ADDITIONAL ISSUE CAUSED BY THE ORIGINAL PROBLEM.** History of issues with prior level parts is not an excuse to replace components without 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



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Too often, verification that the issue is fixed and that there is no collateral damage as a result of the original condition is often overlooked. Checking to ensure the original complaint has been remedied (“overheat”), pressure testing, leak testing and often chemical testing for combustion gas presence in the cooling system are necessary to check for collateral damage. Neglecting to perform this additional testing could result in the customer returning to the service department.

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