

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Issue includes a fault code(s) set in the Powertrain Control Module (PCM) for P0299, P0300, P0301, P0302, P0303, and/or P0304 after performing the PCM software update process for Customer Satisfaction Notification (CSN) W05.

Discussion: If, after performing the PCM software update process on the PCM for CSN W05 **and** any of the fault codes for P0299, P0300, P0301, P0302, P0303 and/or P0304 are active, stored, or pending, please perform the PCM software update process again and re-evaluate the symptoms. Engineering has advised the concern is not an issue with the flash, but potentially a poor internet connection or a low vehicle system voltage condition during the update that may cause the fault codes to set after the update. If any of the noted fault codes return after re-performing the PCM software update process, please proceed with published diagnostics for any fault codes that return.

NOTE: Vehicles that have a perceived idle quality issue during cold start that is not accompanied by any fault code(s) should be considered characteristic and no repairs are necessary.

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