



STAR ONLINE PUBLICATION



Case Number: S2307000001

Release Date: February 2023

Symptom/Vehicle Issue: Customer complaint may include a coolant leak, or, a coolant leak is detected during a routine oil change inspection.

Discussion: First, inspect the top area of the water pump above the pulley, as well as the coolant crossover and thermostat area of the engine for any signs of coolant residue or leakage.

IF coolant residue or signs of a coolant leak are found in this area, perform a complete cooling system leak test diagnostic to look for other sources of coolant leakage in the system.

IF there is no sign of coolant residue or a coolant leak in that area, inspect the lower water pump specifically around the cup plug.

Align the holes in the pulley so you can visually see the cup plug area (Fig. 1 – area A on page 2).

Also look for signs of coolant coming out of the cup plug and running down the lower part of the water pump (Fig. 1 - area B on page 2).

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



STAR ONLINE PUBLICATION

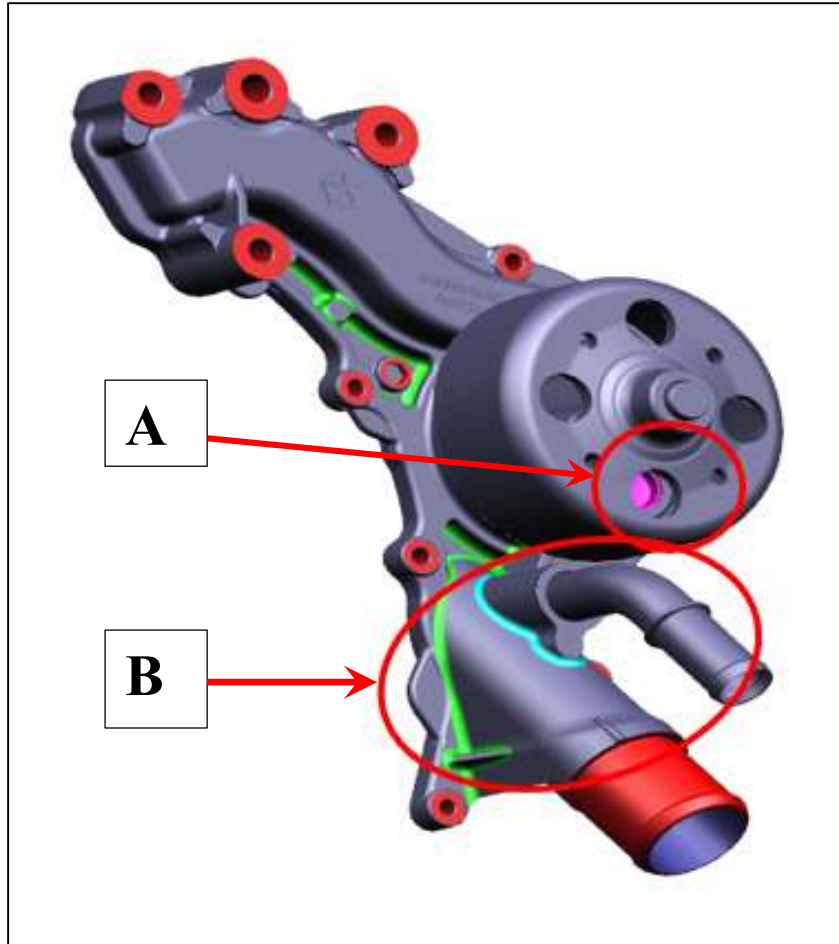


Fig. 1

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