



Technical Service Bulletin

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Charging Issues Resulting from Campaign C2450 Calibration: Fault Code 25

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Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- BES CM0904 EV104B

Issue Summary Charging issues have been identified in the latest system control module calibration. This system control module calibration is required for C2450 which is causing increased malfunctions. Symptoms:

- When the vehicle remains connected to the electric vehicle supply equipment after being fully charged, the vehicle will **not** power down, resulting in Fault Code 25.
- If DC charging, the high voltage battery state of charge will be depleted.
- If AC charging, the low voltage battery will be depleted.
- Either of the symptoms can render the vehicle inoperable.

Root Cause:

- System control module calibration issue.

Verification

- All vehicles with AC/DC capable charging systems that use any variant of "BL_3_0_0_X" system control module calibration can experience these issues. This does **not** affect vehicles with AC **only** charging systems.

Resolution

- Customers experiencing these symptoms **must** disconnect the electric vehicle supply equipment from the vehicle promptly after the completion of each charging session.
- If the high voltage battery is depleted, start a new charging session.
- If the low voltage battery is depleted, recharge the low voltage battery.

- C2450 is temporarily suspended because of this issue. Once a fix is released for these symptoms, C2450 will be reinstated.

Document History

Date	Details
2022-3-10	Module Created

Last Modified: 10-Mar-2022
