



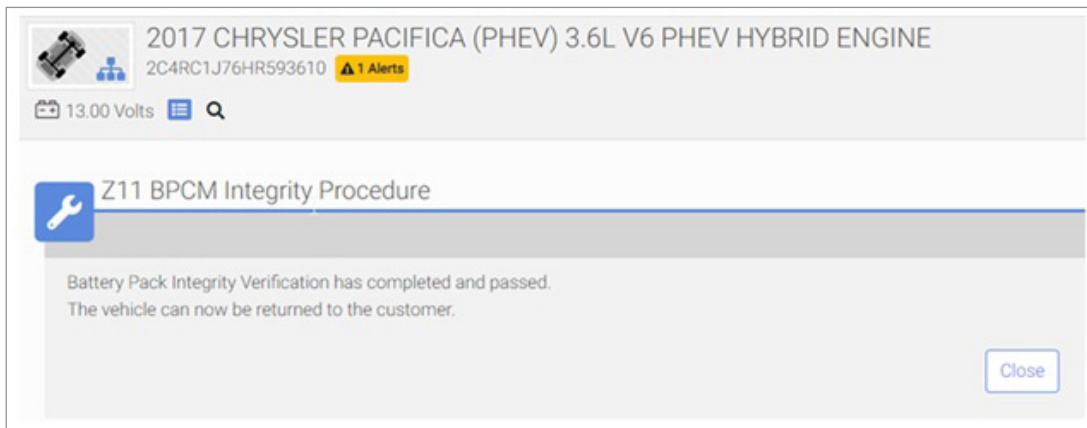
# Z11 RECALL STEPS

Please review these critical Z11 recall steps with all technicians. It is important that you ensure all techs understand that before a vehicle with an open Z11 recall is returned to the customer the technician **MUST** receive the wiTECH confirmation screen advising “The vehicle can now be returned to the customer”.

Every safety recall, including Z11, requires the technician to complete ALL steps in the repair process. This includes:

- Verify the state of the high voltage battery charge is below 60%.
- Inspect the Battery Pack Control Module (BPCM) for fault codes, follow service procedure to repair fault code(s).
- If no fault codes are present reprogram the BPCM with the most updated software and perform “Z11 BPCM Integrity Procedure”. Begin at section A. Battery Pack Control Module Software Update and BPCM Integrity Procedure.
- Verify the BPCM Integrity confirmation screen is received in wiTECH (see below for example) before the vehicle is returned to the customer.

**DO NOT return a vehicle back to the customer before you’ve received this confirmation screen within wiTECH.**



Please reach out to your Area Manager should you have any questions or concerns.

