
smart ed - Current notes on TIPS case creation

Topic number	LI00.30-P-052370
Version	2
Design group	00.30 Vehicle diagnosis system (FDS)
Date	02-27-2013
Validity	451ev2 (smart electric drive 2nd generation)
Reason for change	Change of snapshot creation.
Reason for block	

Complaint:

In order to guarantee comprehensive analysis of the TIPS cases by the manufacturer in the case of complaints relevant to the drive system in the smart electric drive Phase II, some important data are required.

For this reason, please pay attention to the information given under "Cause" and make sure that the required information is provided when the TIPS case is created.

This will prevent numerous inquiries and increased repair times.

Thank you very much for your assistance!

For complaints related to the charging of the HV battery please go straight to TIPS document LI54.10-P-052371.

Note: Information on current software/firmware data can be found in TIPS document LI00.30-P-051650.

Attachments	
File	Designation
KI.jpg	Instrument cluster - indicator lamps and displays (Reference for customer complaint / TIPS case creation)

Cause:

Please ascertain the following data for all complaints relevant to the drive system (especially the HV battery, ED-CM/EVCM, DC/DC converter, power electronics):

1. Exact fault description from the customer (e.g. 'the fault occurs while accelerating' or 'at ignition on' or 'after recharging at a charging station/wall box' or 'at certain outside temperatures').

Was the vehicle ready to drive when the fault occurred?

2. What is displayed in the instrument cluster or on the dial gauges when the fault occurs?

(Exact designation of indicator lamps, performance display, gear indicator, SOC level, etc. required - see reference image of IC)

3. Is the fault reproducible in the workshop? Is the fault currently present?

4. Software versions in the vehicle for EDCM/EVCM + BMS + on-board charger (OBL/OBC)?

5. Snapshot of fault memory except EVCM with the aid of Zytec diagnosis tester before start of repair (incl. general parameters + charging status)

Important: It is essential that the diagnostic data are read out before any software update is performed and before the fault memory is erased.

6. Diagnostic file (dat file) of high-voltage battery
7. DAS/Xentry quick test
8. Check 12V on-board electrical system (see LI54.10-P-052655)

Additional information for complaints concerning the EDCM (electric motor):

- EDCM unit number (serial number)

Additional information for complaints concerning the HV battery:

- Hardware serial number of HV battery and serial number of BMS
- Can the vehicle be charged with the on-board charger?
- Do the main contactors in the HV battery close?

Information if complaint occurs in connection with charging HV battery

(see LI54.10- P-052371)

Remedy:

The remedy shall be communicated as quickly as possible on a case-by-case basis through the TIPS Case Module, insofar as the above-mentioned data are available.

Symptoms
Power generation / Engine management / Engine management, display message / Displays fault code
Overall vehicle / Power supply / Battery/On-board electrical system / Battery/on-board electrical system indicator lamp / Battery charge indicator/consumer shutoff / Illuminates red
Power generation / Engine management / Engine management indicator lamp / Engine diagnosis / lit
Overall vehicle / Power supply / Battery/On-board electrical system / Battery function / Battery cannot be charged
Power generation / Engine management / Engine start/stop / Does not start
Power generation / Engine management / Engine performance / Goes into limp-home mode

Validity		
Vehicle	Engine	Transmission
451.391	*	*
451.491	*	*