



## DC Charging – Customer Focused Diagnosis

### MODEL

I01 (I3)
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### SITUATION

Diagnosing DC charging complaints requires a precise problem description from the customer, as well as thorough vehicle-side work to find a reliable root cause. Because of the sporadic nature of majority of DC charging issues, the customer's input is invaluable to finding the correct solution.

### PROCEDURE

Below find some steps which can help restore proper customer charging.

- Please make sure to ask the customer a few questions about their experience!
  - When did the fault occur? (date, even a vague timeframe is useful)
  - Which charger did you experience issues with? (Exact location is best, but even a general idea, i.e. “the mall in Palo Alto” can be hugely helpful)
  - Do you remember any strange behavior or warning messages being displayed?
  - Did the car charge at all or did it never start?
- Run the test plan “ABL\_DIT\_AT1236\_EME\_LE” to check for general charging issues
- Check the tolerance on the charge port lock. Make sure that all measurements fall within the specifications in [SI B61 11 16](#).
- If possible, test on local charger. Observe functionality. If any warning messages or strange behavior happens, document and report it.

For all DC Charging issues where the root cause is not apparent, please submit a PuMA case with the words “DC Charging” in the title. In these cases, please include your results from the above listed diagnostic steps.

### WARRANTY INFORMATION

Not applicable.

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