



NEW VEHICLE DELIVERY TO CENTER: VEHICLE WILL NOT START WHILE IN TRANSPORT MODE

MODEL

G12 (740xe -PHEV)



SITUATION

A new G12 (740xe - PHEV) vehicle delivered to your center will not start when attempting removal from the car carrier.

CAUSE

Combination of an erroneous indication of “low fuel level” (steep angle position of the vehicle on the car carrier) and a low state-of-charge of the high-voltage (HV) battery.

CORRECTION

Deactivate the “transportation mode” while the vehicle is situated on the car carrier.

PROCEDURE



Warning: Use extreme care. Observe and follow the necessary safety

precautions when attempting to access the vehicle on the car carrier.

Run Service Action “Delete transport mode” via your laptop so the vehicle can be started with the HV system, and then driven off the car carrier.

WARRANTY INFORMATION

Reimbursement for this procedure on a new in-stock unit will be via normal claim entry utilizing the following information:

Defect Code:	6138270200	
Labor Operation:	Labor Allowance:	Description:
61 00 006	5 FRU	Work time to deactivate the vehicle’s “transportation mode” (Main work – performed outside the workshop)



Work time labor operation code 61 00 006 is considered a Main labor operation for this procedure.

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