

Measure no.

US 64040729-01

Subject

E-Scooter will not start

Status date (mm/dd/yy)

2/9/18

Status

Accepted

Organization

US, MOT

Date created (mm/dd/yy)

2/9/18

Created by

Markus Grosam

PQM Problem reference**Release date (mm/dd/yy)****Approved by****Dealer release**

Allow automatic release

Vehicles affected**E series**

K17

Engine**Body****Production period (from/to)**

(mm/dd/yy)

Comment on production period

/

Feedback (all cases relating to**measure up to) (mm/dd/yy)**

Complaint

Customer can't start the vehicle.

There are various warning lamps at instrument cluster.

The 12V Battery is discharged

Cause

There are different fault entries stored including HV faults.

A discharged 12V battery is the cause of these HV-faults because the 12V Battery can only be charged when vehicle is awake. If the HV battery is fully charged, the vehicle will never awaken so the 12V battery could become discharged even when the HV-charge cable is plugged in.

Measure

Check the 12V Battery.

If voltage is above 12V, fully charge the 12V battery.

If voltage is below 12V, install a new and fully charged battery.

The service connector must be plugged in.

Afterwards delete and read the faulty memory.

If there are still failures stored then please submit a PuMA case for further guidance.

In general:

The 12V battery must be charged separately if vehicle is not used for more than 4 weeks, see riders manual.

Complaint

	Fault location	Fault type	Fault place
▶	Charging high-voltage battery	Malfunction	

Cause

#	Fault location	Fault type	Fault place
▶ 1	62/11 Instrument cluster	Engine start, engine shutdown: vehicle behavior not OK	
	Repair Task	Special Clearance	Area
		No	Electrics/Electronics

#	Fault location	Fault type	Fault place
▶ 2	61/21 Battery	State of charge not OK	
	Repair Task	Special Clearance	Area
		No	Electrics/Electronics

Fault code

21F10A 21E600 21F021 3A0570
 21F0B7
 800EA8 21F0D7 21F81 3A0576
 21F00F
 21F073 21F026 21F10D 3A0575
 3A0582
 3A0574 3A0581 3A0583 21F0A5
 3A0580
 21F011 21F06F

Progman / DIS / ISTA / ISTAP

System	State	Version
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