



TEAM TIP

Release Date: April 18, 2018

LEV

Communication #: L-18-04-02

Model Year(s): 2016-2018

— Confidential and Proprietary —

VERSION: R01 (April 18, 2018)

IMPORTANT

If you are working with a printed copy, please verify you have the most current version of these instructions.

SUBJECT

MY16-18 GEM Cab Heater and State of Charge

PURPOSE

GEM has seen some vehicles display the incorrect state of charge when the factory-installed option cab heater is used.

GEM is releasing this Team Tip to inform dealers that some vehicles may have left the factory with the heater's ground cable installed on the wrong terminal of the BMC. This will prevent the BMC from seeing the power used, and will be unable to account for the lost power in the state of charge.

AFFECTED MODELS

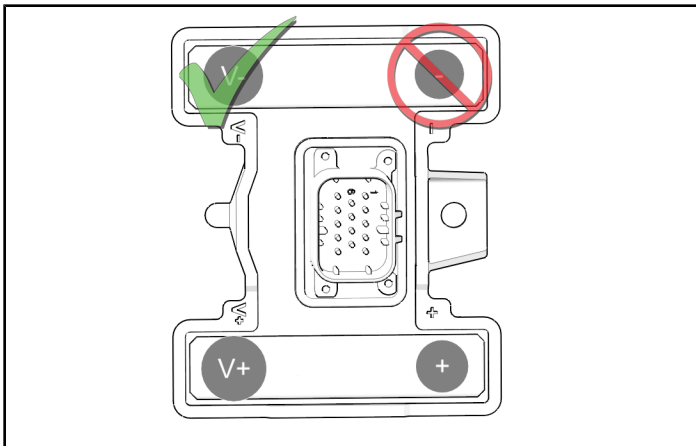
MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2016-2018	e2	Reference Unit Inquiry on the dealer website or the Service Bulletin list on the STOP site to lookup affected VINs.
	e4	
	e6	
	eL XD	

REPAIR PROCEDURE

1. Park the vehicle on a level surface, set the parking brake, and turn the key on.
2. Press the MODE button on the display until the "SOC %" feature is displayed and observe the percentage number.
3. Turn cab heater on and run it for approximately 10 minutes, periodically observing the state of charge percentage.
4. If state of charge does not decrease, turn cab heater off, and turn key off.
5. Remove the hood.
6. Under the hood on the passenger side, disconnect the main Service Disconnect.
7. For vehicles equipped with an auxiliary battery under the dash, remove the upper dash and remove the negative cable from the auxiliary battery.
8. For Li-Ion vehicles with an auxiliary battery in the rear, or vehicles without an auxiliary battery, remove rear deck and remove 50 amp inline-fuse on the RED wire for the 12V supply.
9. Inspect the BMC for a cable labeled "MC Ground". If it is connected to the BMC "-" terminal, remove the cable and install cable onto the BMC "V-" terminal.
10. Reconnect auxiliary battery, or reinstall 50 amp inline-fuse on the RED wire for the 12V supply.
11. Reconnect the main Service Disconnect.
12. Repeat steps 1-3 to ensure heater usage is now being captured in the state of charge.
13. Reinstall hood.

NOTE

There are many things that can affect a vehicle's range on a charge: driving style, terrain, increased vehicle payloads, cab heater usage and other electrical accessory usage. Even though things like these can decrease a vehicle's range, they should be accounted for in the state of charge reading.



TORQUE

BMC Terminal Bolts:
8 ft-lbs (11 Nm)

IMPORTANT

The only cable that should be on the BMC "-" terminal is the 0-gauge negative cable from the battery pack. All other ground/negative cables should be on the BMC "V-" terminal.