



TEAM TIP

Release Date: September 17, 2020

LEV

Communication #: L-20-09-01

Model Year(s): 2016-2020

— Confidential and Proprietary —

VERSION: R01 (September 17, 2020)

IMPORTANT

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

SUBJECT: BMC SOFTWARE UPDATE

PURPOSE

GEM has released this Team Tip to inform dealers that a BMC software update has been released which improves the reliability of the BMC. GEM vehicles built with Flooded or AGM batteries may experience inaccurate battery meter issues, either showing empty, or stuck at the same state of charge (SOC). This update will equip the BMC with a self-reset to correct the error if it occurs.

AFFECTED MODELS

MODEL YEAR	MODELS
2016–2020 models with Flooded or AGM batteries	GEM e2
	GEM e4
	GEM e6
	GEM eLXD

NOTICE

This Team Tip does **NOT** affect models with Li-Ion batteries.

REFLASH PROCEDURE

1. Update your Digital Wrench to version 4.2 with 9/9/20 update, or later.
2. Connect the vehicle to Digital Wrench, and reflash the BMC by choosing the correct calibration for the battery pack installed, and following the standard procedure.

NOTICE

Reflashing the BMC, even if it has the most recent software installed, will not cause any problems.