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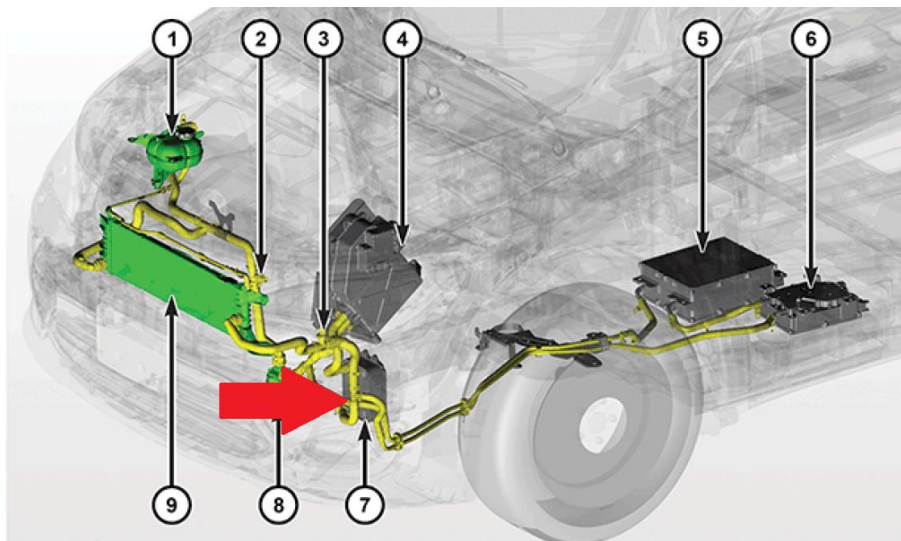
Case Number: S2108000026

Release Date: 1/27/2021

Symptom/Vehicle Issue: Cooling Fan Runs At High Speed. PHEV Battery Charges Slowly Due To Kinked Coolant Hose

Discussion: The customer may complain of slow charging times and high cooling fan speeds when attempting to charge the High Voltage battery. A kinked hose in the Power Electronics Coolant Loop leading to the OBCM and APM may cause a coolant flow restriction and high OBCM temperatures. Consequently, slowing down the rate of charge and commanding the cooling fans to High. There are no DTC's associated with this issue.

Diagnosis: Inspect the Power Electronics Coolant Loop located behind the driver's front fender liner for kinks in the coolant hoses. The suspected hose is located near the T Junction.

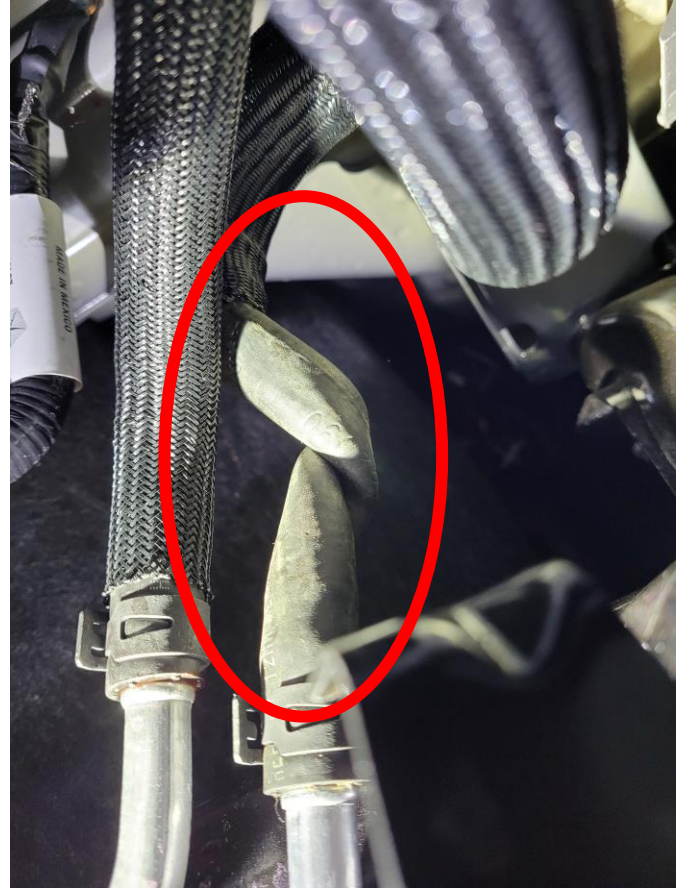
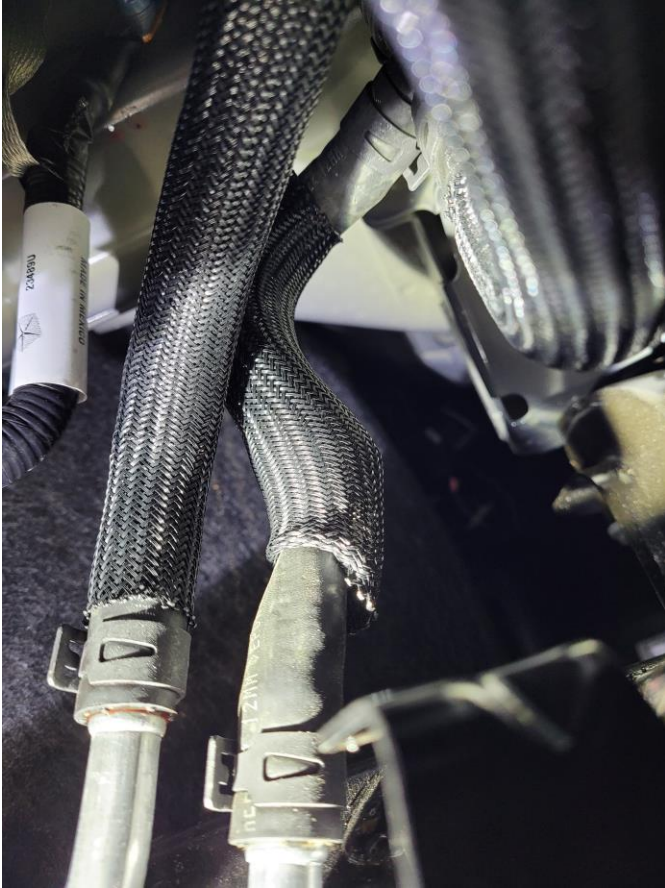


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As seen above. The abrasion resistance sleeving may need to be pushed back and away to expose the kink.

Repair: Allow the vehicle to cool to reduce coolant temperature and normalize pressure. Relieve tension on the clamp for the coolant hose exhibiting the kink. Keep the hose on the aluminum coolant pipe to avoid coolant loss. Grasp the coolant hose and twist it to remove the kink.

If large quantities of coolant leak out when removing the kink. The Power Electronics Coolant Filling and Bleeding procedure will need to be performed.

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Verification: Begin charging the vehicle while monitoring cooling fan speeds and rate of charge. Cooling fan speeds and charging rate should now be normal.

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