



STAR ONLINE PUBLICATION

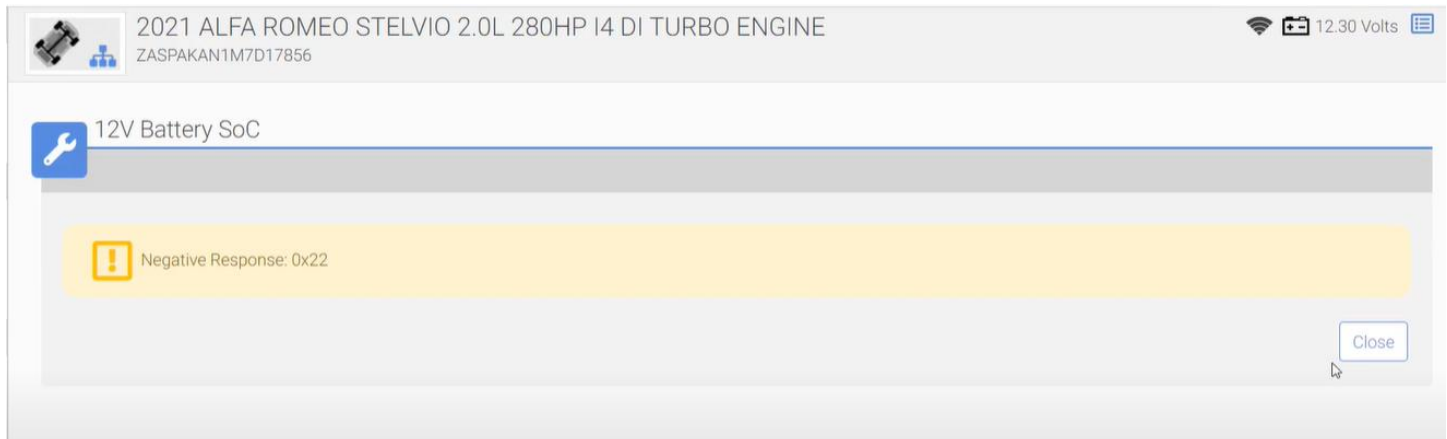


Case Number: S2108000196

Release Date: August 2021

Symptom/Vehicle Issue: Negative Response 0x22 When Trying To Log Battery State Of Charge (SOC) During New Vehicle Prep (NVP/PDI)

Discussion: When attempting to log the battery State Of Charge (SOC) during the WiTech NVP/PDI process. WiTech may display a Negative Response 0x22.



This could be caused by a BCM software issues not allowing the SOC data values to be captured by WiTech.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



STAR ONLINE PUBLICATION



Repair: A work around for this issue has been implemented into WiTech. Under “initial Checks”, Attempt to perform the procedure “log the 12v battery state-of-charge”. If a Negative Response 0x22 is received, press “Close”. You will be taken back to the main NVP screen. A new option “Manual Entry” will now be listed.



Preparation Inspection Final Service Inspection

1

Initial Checks

2

Left Front Door

3

Left Rear Door

4

Rear Liftgate

5

Right Rear Door

6

Right Front Door

7

Underhood

8

Under Vehicle

1 - Initial Checks

Please perform the inspection & adjustments as listed below. Conditions which can be corrected by minor adjustments specified below are considered part of normal New Vehicle Preparation. Items that require correction beyond the specified minor adjustments are eligible for warranty reimbursement.

Remove all protective film and wheel covers. Note: Protective transit film should remain on (up to 180 days) if vehicle is scheduled to be placed in storage.

OK

Not OK

Skipped

Procedure

Place vehicle in customer mode

Log the 12V battery state-of-charge (70% or below requires charge) Failed. (veh_failure)

Try Again

Manual Entry

Inspect body and paint for damage, fit and finish

OK

Not OK

Skipped

Adjust tire pressures (including spare) to specification on Door Placard

OK

Not OK

Skipped

Once this is clicked on a new field will be displayed which will allow you to manually enter the current SOC value.

Preparation Inspection

Final Service Inspection

1 - Initial Checks

Please perform the inspection & adjustments as listed below. Conditions which can normal New Vehicle Preparation. Items that require correction beyond the specified

2

Left Front Door

Remove all protective film and wheel covers. Note: Protective transit film should remain on (up to 180 days) if vehicle is scheduled to be placed in storage.

OK

Not OK

Skipped

5

Right Rear Door

Enter the 12V battery % state-of-charge (70% or below requires charging)

I

7

Underhood

Inspect body and paint for damage, fit and finish

OK

Not OK

Skipped

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

FCA US LLC

Version 4.3 10/28/2020



STAR ONLINE PUBLICATION



To obtain the current SOC value, access the ECM, select “Data” and review “Battery Charge Status”. Ensure that the SOC value is above 70%. If not the battery must be charged. In this example it would be 74%.

ECM
Engine Control Module

Flash DTCs **Data** Misc Functions System Tests Actuators Details Configuration

Type: All Record Units: Imperial Filter Selections Graph Selections Add To Vehicle Data Clear Selections 0.75 s battl

Ungrouped Data

NAME	VALUE	UNIT	TYPE
Battery voltage ADC (+30)	12.625	V	Bussed Inputs
Battery charge status	74	%	Bussed Inputs
Upstream relay battery voltage	12.60	V	Bussed Inputs
Injection time adjustment for battery voltage	0.17	ms	Bussed Inputs

Once manual entry of the SOC value is performed. Complete the remaining checks in this section of the NVP and the status shown on the left will update to green.

At the end of the NVP process there is a second field under “Vehicle Storage” that must also be populated with the correct SOC value. Using the same method as before and the SOC value obtained in the previous step. Manually enter the SOC value and complete the remaining checks, then finish prep by pressing the “Submit” button.



Preparation Inspection Final Service Inspection

10 - Vehicle Storage

Complete the following steps if the vehicle will be placed in storage. If it will be placed on the sales lot, check tire pressure and battery state-of-charge, then select Skipped for these steps.

Procedure

☒ Place vehicle in Ship Mode or Customer Mode

Procedure

[Log the 12V battery state-of-charge](#)

Procedure

[Log tire pressures after adjustment](#)

Periodically move vehicles to prevent flat spotting of tires

☐ OK ☐ Not OK ☐ Skipped

Periodically move vehicles to prevent corrosion on brake rotors

☐ OK ☐ Not OK ☐ Skipped

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found