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Major System: ELECTRIC VEHICLE Created: 10/21/2021
Current Language: English Last Modified: 1/27/2022
Other Languages: NONE Author: Josh Bowman
Viewed: 27

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Coding Information

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Title: Electric Vehicle Enters No Torque Mode

Applies To: Electric Vehicles

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

01/27/2022 - Initial Article Release

DESCRIPTION

This document will guide the user through what to do if an electric vehicle enters a 'No Torque Mode' when changing gears. (Reverse to Drive; Drive to Reverse, Drive to Neutral etc.)

SYMPTOMS

Diagnostic Trouble Codes & Dashboard Indicator Lights:

DTC/Light	Description
N/A	N/A

Customer Observations or Concerns:

Vehicle will not move or has lack of power while in gear

SPECIAL TOOLS / SOFTWARE

Tool Description	Tool Number	Comments	Instructions
N/A	N/A	N/A	N/A

SERVICE PARTS INFORMATION

Kit Description	Part Number	Quantity Required	Notes
N/A	N/A	N/A	N/A

DIAGNOSTIC STEPS

Step	Action	Decision
1	DIAGNOSTIC: Did vehicle experience not wanting to switch gears, low power, or even not being able to operate after making a gear switch?	Yes. Perform two complete key cycles (modules must fully wake and shutdown) to clear 'No Torque Mode'.
		No. No action needed

Step	Action	Decision
2	DIAGNOSTIC: Did the two complete key cycles allow vehicle to function normally?	Yes. Release vehicle back to service
		No. Open a Technical Service Case File

WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

OTHER RESOURCES

[Master Service Information Site](#)

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