



Case Number: S2208000042 REV. A

Release Date: March 2022

Symptom/Vehicle Issue: Vehicle Only Runs In Gas Mode, Will Not Go Into Electric Mode With Or Without MIL Lamp On

Customer Complaint/Technician Observation: Owner complaint MIL Lamp on, electric vehicle mode not available. Technician observed P0E15-00 - HYBRID-EV BATTERY PACK COOLANT HEATER A CONTROL PERFORMANCE with the following **3 conditions met:**

1. High voltage (HV) coolant heater is **not** in any “Locked” status
 - Use wiTech to verify the HV coolant heater status: The Electric Coolant Heater (ECH) status can be found in the HCP under the data tab. Example HCP data tab view screen layout:

HV Coolant Heater Status	HCP / Data View	Locked Permanent	Sensors
HV Coolant Heater Status		Off	Sensors
HV Coolant Heater Status		Locked Until Next Service	Sensors

- If the wiTech heater status is “**Locked Until Next Start**”, “**Locked Until Next Service**”, “**Locked Permanent**” this repair procedure does not apply, see SOL **S2208000041**.

2. **No** High voltage, low voltage or LIN communication DTCs

3. Vehicles scan report for P0E15 shows heater inlet coolant temperature is **above** 65 deg C (149 deg F) is where the DTC set. Example shown:

HV Coolant Heater - Measured Coolant Inlet Temp	176	°F
HV Coolant Heater - Measured Coolant Outlet Temp	174	°F

If **all 3** conditions are met proceed to repair procedure section

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



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Repair Procedure:

For vehicles that do not have locked heaters and have set the P0E15 above 65 degC (149 degF) (viewed on scan report) validate and review TSB 08-052-22.

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