



Battery Electric Vehicle (BEV) Support Contacts



When experiencing problems with BEV units, please submit a case to VTNA - eMobility Technical Support E-Service queue. If further support is needed, contact your DSM and they will assist you with getting support. See illustration below.

The screenshot shows the 'eService' portal interface. At the top, there's a navigation bar with 'Home', 'Aftermarket Support', and 'Preferences'. Below this is a 'General Information' section. The form is divided into three main sections: 'Contact Information', 'General Information', and 'Basic Vehicle Information'. In the 'Contact Information' section, fields for First Name, Last Name, Call Back Name, Email Address, and Call Back # are visible. The 'General Information' section includes SR Number, Brand (set to 'MACK Trucks'), and 'Type of Case' (set to 'eMobility', which is circled in red). The 'Basic Vehicle Information' section includes Chassis Series, Chassis #, VIN / Serial #, Model, and Assembly Date. A note at the bottom states: 'If you do not have a chassis # please use TRUCK or BUS for Volvo, RT for Renault, PENTA for Volvo Penta, MACK for Mack, UD for UD, VTNA for VTNA.' Buttons for 'Save Draft' and 'Cancel' are at the bottom.



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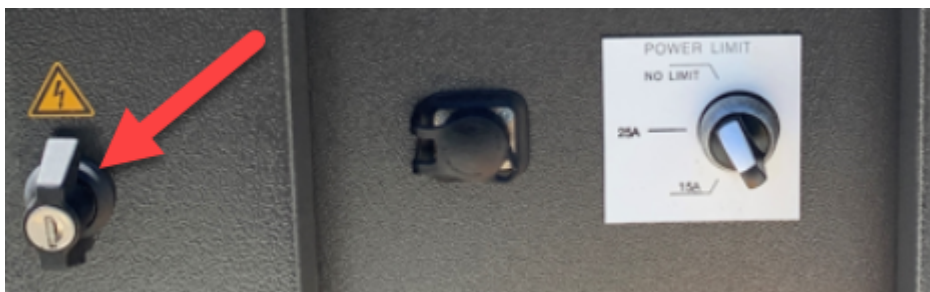
Battery Electric Vehicle (BEV) - No Charging With Heliox Charger



If you are experiencing charging problems with a Heliox Charger, it is recommended that you confirm that the Emergency stop button has not been pressed accidentally.



When this button is pressed, it trips circuit breakers internal to the charger. Those have to be manually reset before you can charge again. Disconnect power from the charger and open the cover to access the breakers.



Flip the circuit breakers back to the on position and then close charger up again. Retest. If the No Charge symptom continues, please follow the BEV support information found in CBR-2181.



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