



STAR ONLINE PUBLICATION



Case Number: S2108000056 Rev. D

Release Date: August 2022

Symptom/Vehicle Issue: U0111-00 Lost Communication With Battery Energy Control Module Set In The HCP. BPCM Offline, Multiple Low Voltage DTC's.

Discussion: In very low ambient temperatures the BPCM may not wake up and communicate. This will cause the HCP to set a U0111-00 Lost Communication With Battery Energy Control Module. This could deplete the charge in the 12v battery and could also cause multiple low voltage DTC's to set. This could be caused by a variation on some BPCM circuit boards.

Diagnosis: Determine what temperatures this issue began for the customer. If temperature were in the single digits or below when the U0111-00 set. This SOL case is applicable to your issue. Once the BPCM enters into a state of not waking up. It will remain in this state until power is removed. Through testing, Engineering has determined some BPCM's will fail in very low ambient temperatures.

Repair: Perform the DTC diagnostics for U0111-00 Lost Communication With Battery Energy Control Module. A small percentage of BPCM circuit boards may be susceptible to failure in single digit ambient temperatures. If the DTC flow chart leads to BPCM replacement and the faults set when single digit ambient temperatures occurred, the BPCM should be replaced. Replacement will likely remedy the low ambient temperature failure that some circuit boards experienced.

A revised BPCM is being developed which should completely rectify the low ambient temp issue. Expected release date is 4nd quarter of 2022.

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