

DISCHARGED BATTERY - SHOWROOM DISPLAY VEHICLES (PHEV)

Customer Voice:

- In some cases, Retailers have said the PHEV traction battery have become discharged in the showroom.

Technical Description:

- When a PHEV vehicle is on display (eg. in a showroom) for an extended period of time, it is possible that the traction battery charge depletes to a point where it can no longer be re-charged.

Status:

- Inspect all new PHEV vehicles which are on display, check the traction battery state of charge (SoC) and if this is below 50% please re-charge the traction battery to 100%.
- For new vehicles which are due to go on display ensure these also have a SoC of 100%.
- If there are any warning/error messages displayed, raise a TA and request this be escalated to PTS-130 Energy Storage BECM.

Refer to SSM 75863

22-23MY Range Rover, RR Sport
(PHEV MODELS ONLY)

