



Service Memorandum

SM 23-01: High Motor Temp Caused By Heater Valve In The Off Position

Product Affected

- EV BBCV-T3 product manufactured between January 1, 2018 through February 1, 2022

Issue Summary

Symptom:

- A motor high temperature error can display on the instrument cluster.

Root Cause:

- When in the closed position the OEM coolant valve restricts coolant flow through the high voltage propulsion motor.

Verification

- For type C bus: The manual coolant valve is in the OFF position. The coolant valve is located on the left side of the driver's seat.
- For type D bus: The temperature knob on the OEM heater control panel is in the max cold position. The knob is located on the vehicle dashboard.

Resolution

- For type C bus: Turn the manual coolant valve to the ON position and test drive bus.
- For type D bus: Turn the temperature knob to the max hot position and test drive bus.

