



Subject: PHEV VEHICLE WILL NOT START (NO READY-ON) DUE TO 12V BATTERY AND/OR HIGH VOLTAGE BATTERY DISCHARGED	Service Alert No.: SA-051/23
	Last Issued : 09/01/2023

BULLETIN NOTES

Applicable Models/VINs:

2024 CX-90 PHEV

DESCRIPTION

Some customers may experience a vehicle no start (no "Ready-ON") due to the 12V battery discharged or the High Voltage (HV) battery discharged. This may be caused by:

- Ignition left ON when exiting the vehicle (exiting the vehicle during "Ready-On").
- Door/liftgate opened multiple times without ignition "Ready-ON" or driving vehicle.
- Installation of aftermarket electronic devices.

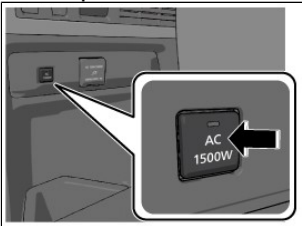
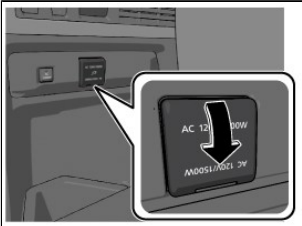
To minimize THE battery drain concern, ensure that the vehicle shift selector is in Park when exiting and verify the ignition is turned OFF when exiting.

NOTE: If multiple door/liftgate opening without "Ready-ON", drive vehicle to charge 12V battery.

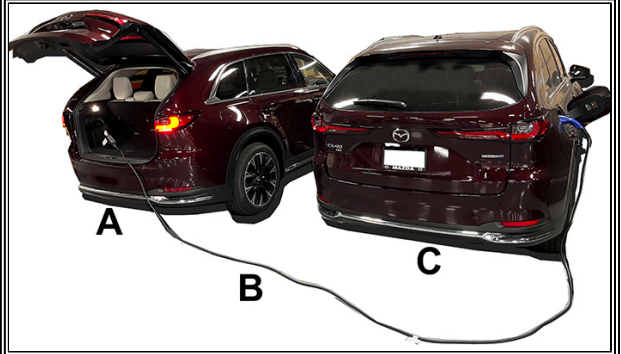
Customers having this concern should have their vehicle repaired using the following repair procedure.

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REPAIR PROCEDURE

	12V Battery	High Voltage Battery	Repair
Condition 1	Discharged	Unknown	<p>1. Jump Start the 12V battery. Did vehicle start?</p> <ul style="list-style-type: none"> • Yes - Charge the 12V battery • No - <ul style="list-style-type: none"> ◦ <u>With</u> MDARS - Go to Condition 2, MDARS PID data check and Repair. ◦ <u>Without</u> MDARS - Go to Condition 3, Infotainment Center Display SOC % check and Repair.
Condition 2 MDARS is available	12V Battery is OK (12.4 V or higher)	<p>Discharged</p> <p>MDARS -> PID/DATA MONITOR TABLE [MHB (e-SKYACTIV PHEV)] PID data:</p> <ul style="list-style-type: none"> • HV_BATT_SOC - 0-6% • HV_BATT_VOLT - below 300V 	<p>1. Charge the HV Battery using wall charger. Note: If a wall charger is not available, go to next step.</p> <p>2. Using a donor PHEV vehicle (A) with a high SOC%, turn on the AC Power Outlet (120 V/1,500 W)</p> <ol style="list-style-type: none"> a. Ignition ON without depressing brake pedal "Not Ready-ON" b. Press the power switch 2 times.  <p>c. The indicator light flashes and turns on solid amber when it is ready to be used.</p>  <p>d. Open the lid and connect the vehicle supplied HV charge cable (B).</p> <p>3. Connect the other end of the vehicle supplied HV charge cable to the vehicle (C) charge port. Vehicle (C) charge port indicator will illuminate solid green.</p>

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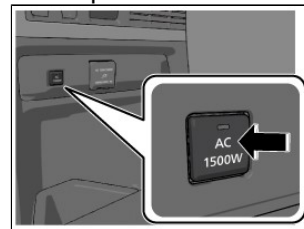


(A) - Doner vehicle with high HV Battery SOC%.
 (B) - Vehicle supplied HV charge cable
 (C) - Vehicle with discharged HV Battery

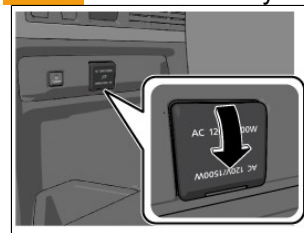
4. When vehicle (C) shows PID data HV_BATT_SOC 7% or higher, try to start vehicle.

1. Charge the HV Battery using wall charger.
Note: If a wall charger is not available, go to next step.
2. Using a donor PHEV vehicle (A) with a high SOC%, turn on the AC Power Outlet (120 V/1,500 W)

- a. Ignition ON without depressing brake pedal "Not Ready-ON"
- b. Press the power switch 2 times.



c. The indicator light flashes and turns on solid **amber** when it is ready to be used.



d. Open the lid and connect the vehicle supplied HV charge cable (B).

3. Connect the other end of the vehicle supplied HV charge cable to the vehicle (C) charge port.

Condition 3
 MDARS is NOT available

12V Battery is OK (12.4 V or higher)

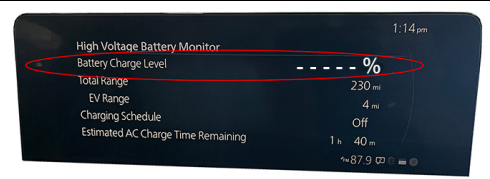
Discharged Infotainment Center Display -> Information



-> High Voltage Battery Monitor

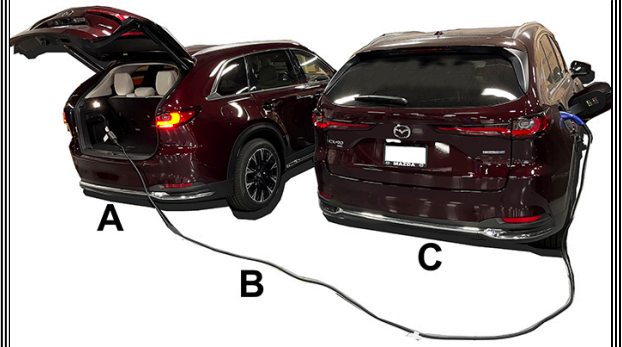


-> Battery Charge Level - - - - %



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Vehicle (C) charge port indicator will illuminate solid **green**.



- (A) - Doner vehicle with high HV Battery SOC%.
- (B) - Vehicle supplied HV charge cable
- (C) - Vehicle with discharged HV Battery

4. When vehicle (C) shows Battery Charge Level 1 % or higher, try to start vehicle.



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