



Technical Service Bulletin

GROUP GENERAL INFORMATION	NUMBER 24-GI-002H
DATE MARCH 2024	MODEL(S) NEXO (FE)

SUBJECT: PROCEDURE TO MAINTAIN THE TRANSMISSION IN NEUTRAL

Description: This bulletin provides a procedure to maintain the transmission in **NEUTRAL** such as pushing the vehicle without starting the fuel stack or when repairs require the transmission to be continuously maintained in **NEUTRAL**.

Applicable Vehicles: All Nexo (FE) FCEV vehicles

Service Procedure:

1.

⚠ WARNING

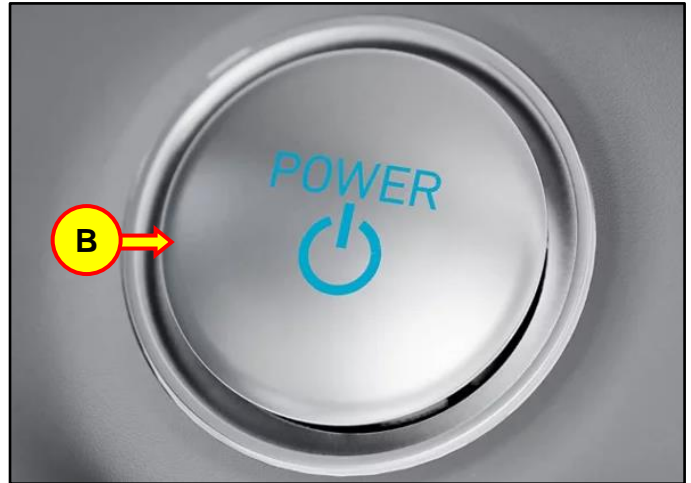
Only perform this procedure with the vehicle on a flat and level surface and with the wheels properly chocked.

Properly chock the wheels to prevent the vehicle from rolling while the transmission is in **NEUTRAL**.

2. Open the rear cargo hatch (A).



3. Start the vehicle by stepping on the brake pedal and pressing the **POWER** button (B) to put the vehicle into **READY** mode.



4. If the parking brake is engaged, it must be released. While stepping on the brake pedal, push down on the parking brake release (C).



5. While stepping on the brake pedal, shift the transmission from **PARK / P** (D) to **NEUTRAL / N** (E).

Gradually release the brake pedal to ensure the vehicle remains stationary.



6. Press the **POWER** button to turn **OFF** the vehicle **WITHOUT** stepping on the brake pedal.

i Information

The vehicle will remain in **Accessory** mode since the transmission is in **NEUTRAL (N)**.

A warning will display **Shift to P (F)** and a warning chime will sound.



7. Wait in the vehicle for three minutes.

Do **NOT** open the doors, or step on the brake pedal for three minutes.

i Information

If the driver's door is opened, the transmission will automatically shift into Park (P).

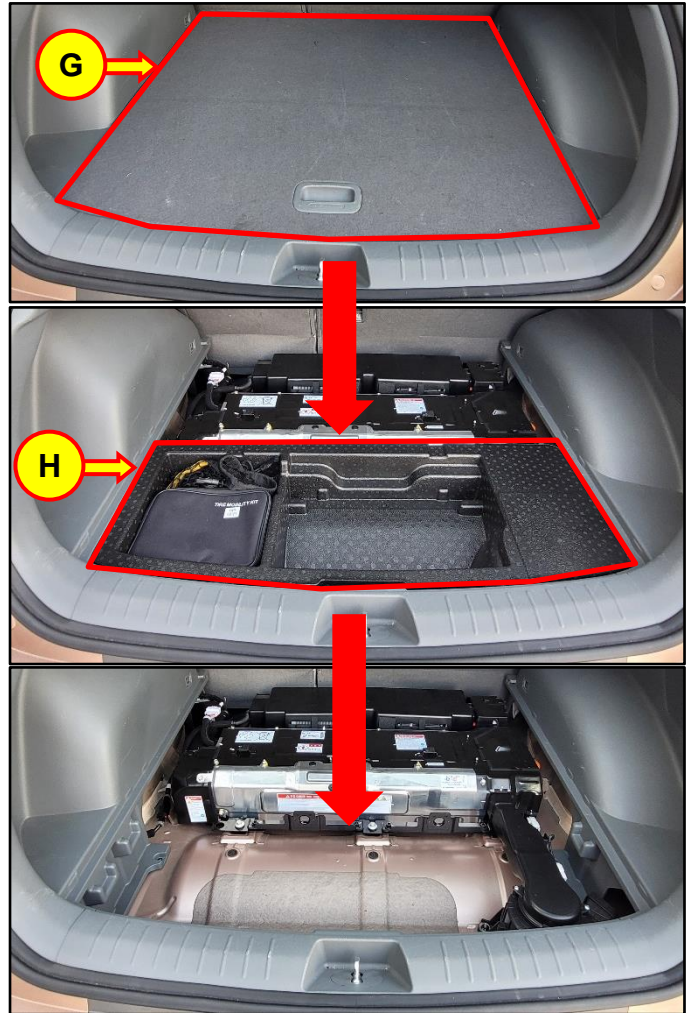
8. Press on the power door lock located on the driver's door panel to unlock all doors.
9. Exit the vehicle and keep the driver's door open.

i Information

While the driver's door is open, a warning will display to **Shift to P** and a warning chime will sound.

If the driver's door is closed the transmission will automatically shift into Park (P).

10. At the cargo area, remove the floorboard (G) and the Styrofoam cargo tray (H).

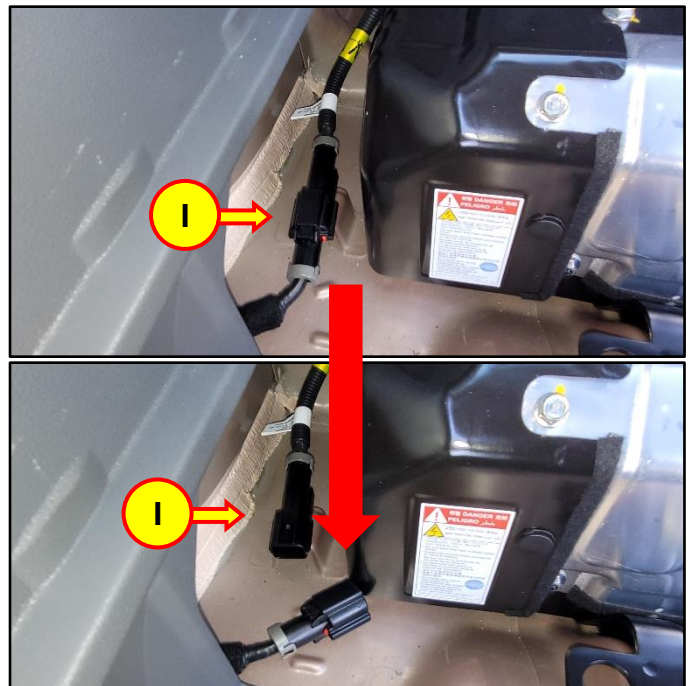


11. Disconnect the negative (-) cable (I) from the 12-volt battery located within the cargo area.

i Information

To prevent an accidental lockout, do **NOT** leave the keys within the vehicle.

The transmission will remain in **NEUTRAL**.



12. To return the transmission to **Park (P)**, reconnect the negative cable of the 12-volt battery located in the cargo area.
 - See step 11.

**Information**

A warning will display **Shift to P (D)** and a warning chime will sound.

13. Start the vehicle by stepping on the brake pedal and pressing the **POWER** button (B) to put the vehicle into **READY** mode.

Shift the transmission into **PARK / P (D)** and set the parking brake.
14. Reinstall cargo tray and floorboard in reverse order of the removal.
 - See step 10.
15. Erase any DTCs that may have set due to this operation
16. The procedure is now complete.