



STAR ONLINE PUBLICATION



Case Number: S2408000044

Release Date: May 2024

Symptom/Vehicle Issue: HCP Stuck In Plant Mode. Red Wrench Light On, Electric Drive Modes Disabled

Discussion: After a repair you may find the vehicle will not allow any Electric Vehicle (EV) drive modes and the Red Wrench light is illuminated in the cluster. There will be no DTC's present and the vehicle will start and drive normally with the Internal Combustion Engine (ICE). Disabling of the EV system may be caused by the Hybrid Control Processor (HCP) being stuck in Plant Mode after a repair.

With the HCP in Plant Mode, it may cause the HV Battery to overcharge resulting in damage to the HV Battery.

Diagnosis: wiTECH has released a routine to automatically check if this condition is present when connecting the Micropod and selecting the vehicle.

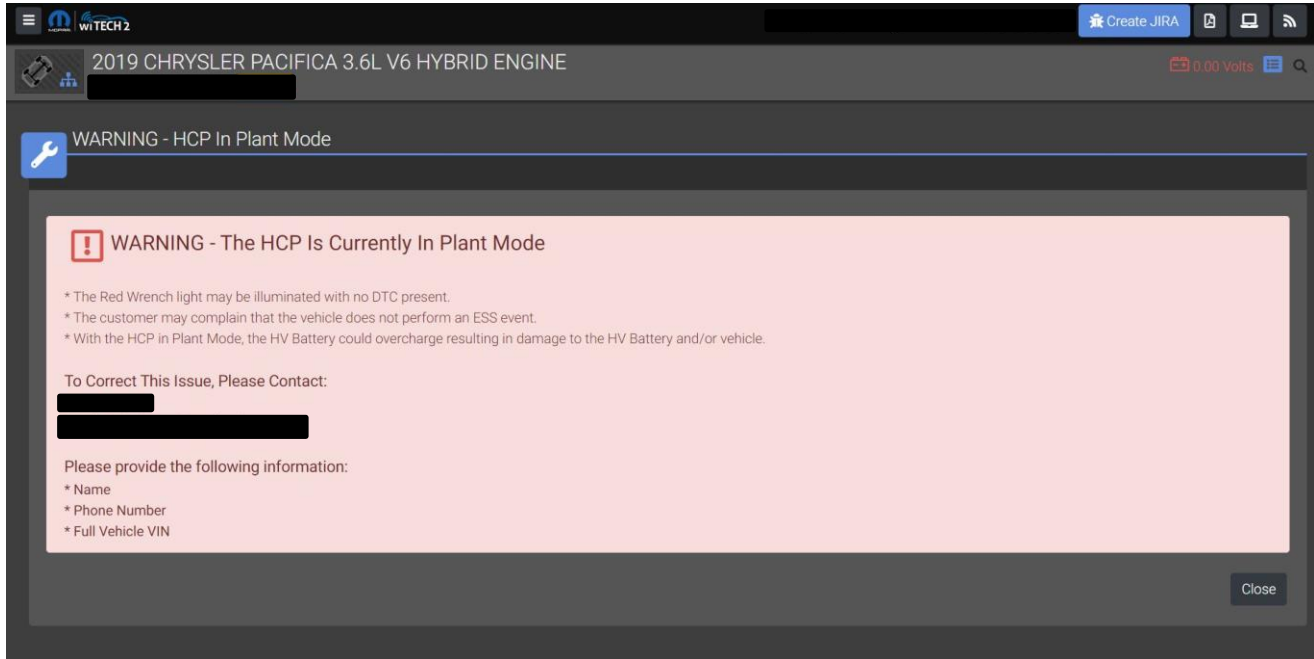
- If wiTECH detects the HCP is in "Field Mode", no further action is needed. This SOL does not apply.
- If wiTECH detects the HCP is in "Plant Mode", a pop-up warning message will appear with directions. See example below.

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



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Pop Up Warning Message

You can also use wiTECH to view HCP data and determine the value of the “In-Field Mode” PID

Cleared = Plant Mode

Set = In Field/Customer Mode

HCP
Hybrid Control Processor

Flash DTCs **Data** Misc Functions System Tests Actuators Details Configuration

Type: All Record Units: Metric Filter Selections Graph Selections Add To Vehicle Data Clear Selections 1.152 s Sea

NAME	VALUE	UNIT	TYPE
Out of In-Plant Odometer	2068.5	km	Sensors
In-Field Mode	Cleared		Sensors
Rad Fan Handshake Disabled	Set		Sensors

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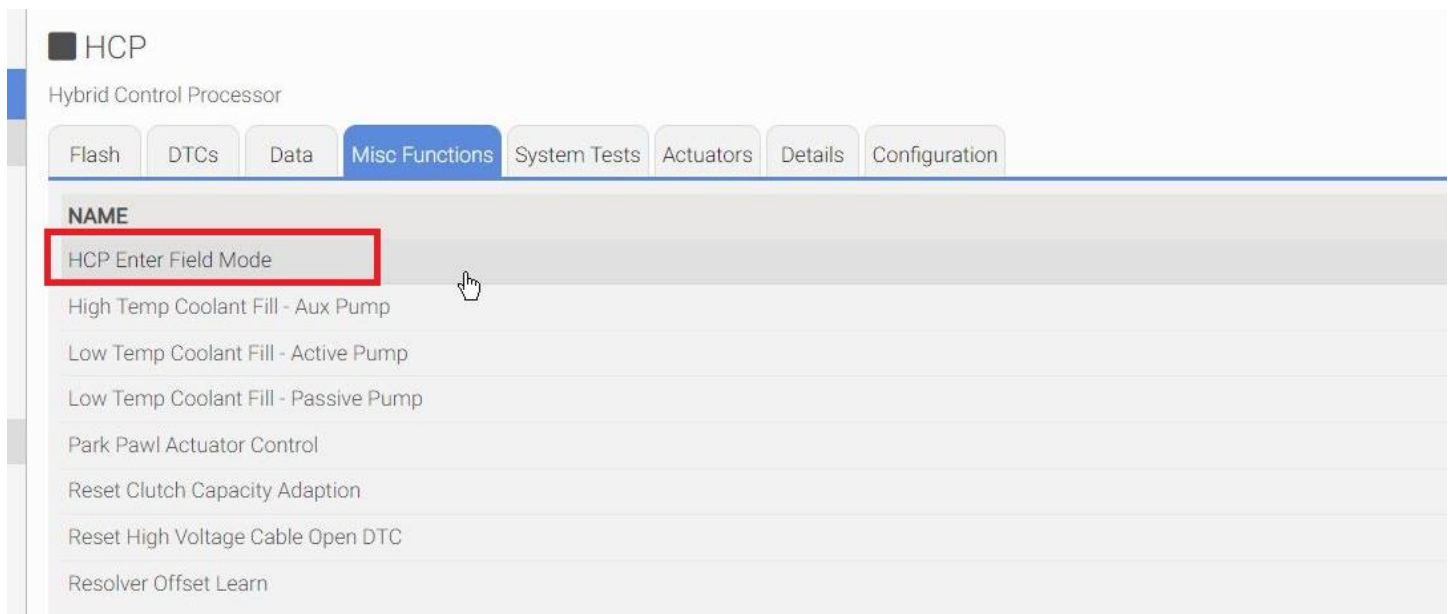


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Repair: The wiTECH popup will request the technician contact a designated wiTECH team member to activate the needed wiTECH routine to switch the mode of the HCP. The technician will need to provide their Name, Phone Number, and the full VIN.

With this information, wiTECH will activate the routine which will be available to the technician to perform within 24hrs. Once the routine is available for the specified VIN, the technician will need to access the HCP, click on the Misc Functions Tab, then select "HCP Enter Field Mode" routine. Follow the prompts until the routine is complete.



HCP Enter Field Mode Routine

Note: This routine is only available for the specific VIN you provided to wiTECH.

Verification: Upon completing the routine, the EV system and drive modes should operate normally, and the Red Wrench lamp no longer illuminated.

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