54–370 Minimum Cell Voltage of High-Voltage Batteries

TSB-54-370-FTL

Creation Date:2024-10-23
Last Revision Date:2024-10-30

Engine or Vehicle Affected:

- eM2
- eCascadia

> **Description of Revisions:** This bulletin replaces the version dated 10/23/2024. The service bulletin number has been corrected in the title.

This is an informational bulletin only. The described condition is a product improvement and is not warrantable.

Described Condition

This bulletin applies to eCascadia and eM2 vehicles built between May 16, 2022 and June 30, 2025. When the keyswitch is left in the ON position, certain HV-powered accessories continue to draw the HV batteries down until the minimum cell voltage is reached. This occurs when all of the low battery warnings are ignored, the high-voltage (HV) battery indicated state-of-charge (SOC) has reached 0%, and the vehicle powertrain is shut down. See Fig. 1 and Fig. 2.

When the battery cell voltages drop below the minimum value, the HV battery contactors will open and will not close again, even if the vehicle is plugged into a charger, rendering the vehicle completely inoperable.

> 👉 **Note:** NEVER leave the ignition switch in the ON position for an extended period without using the vehicle.

> 👉 **Note:** To avoid this scenario, make sure to NEVER leave the ignition switch in the ON position when the vehicle's state-of-charge is at or close to 0%, except when moving the vehicle to a charger and connecting it.

If this occurs, a DTNA representative with special engineering tools will need to travel to the vehicle for the repair, or all the battery packs must be replaced.

Fig. 1, Low SOC Warning

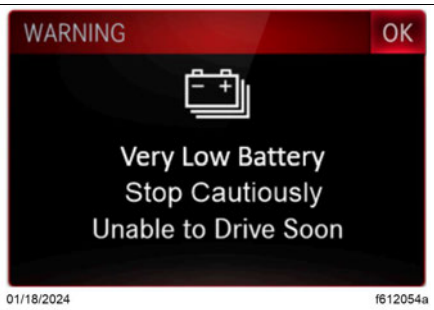

Fig. 2, 0% SOC Warning

Warranty

This is an informational bulletin only. The described condition is a product improvement and is not warrantable.

Note:

F37
F40
F38
TROUBLESHOOT

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