

Problem Details:

- When 0% SOC (State Of Charge) is reached, the eDrive is disabled but all HV accessories remain powered with the key on, until the HV battery minimum cell voltage is reached.
- At minimum cell voltage, battery contactors open and will not close again, even when connected to a charger, rendering the HV batteries completely inoperable.
- This condition is not recoverable by a technician. DiagnosticLink Engineering must be used, or the HV batteries need to be replaced.

FSPRs, FRACAS, DPR, Zeus:

- FRACAS #13944

Affected Models / Truck options:

- Affected vehicles: all eCascadias and eM2s, built SOP – changeover of R2403 software package (planned mid-2025)
- Population of affected vehicles: ~1000

Responsible Supplier:

- N/A



Production Containment:

- None

No Yes

Field Containment (short term):

- CAL FTL-54-032 published 2/16/2024

No Yes

Root Cause:

- Vehicle software does not protect against drawing HV battery voltage too low.

No Yes

Long Term Corrective Action Plan:

- (R2403) ECPC Software to protect and shut down HV system at very low SOC's
- (R2403) Production BMS Software to allow service routine that enables recovery of deep discharged battery

No Yes

Long Term Field Plan:

- Service Bulletin TSB-54-370-FTL

No Yes

