

Latest Vehicle Concern Fixes

POWERTRAIN



DC Fast Charging Diagnosis	19/20MY I-PACE
<p><u>Customer Voice:</u></p> <p>Unable to charge vehicle at DC Fast Chargers</p> <p><u>Diagnosis Support:</u></p> <p>When diagnosing DC Fast Charging issues, we recommend gathering the following information</p> <ul style="list-style-type: none">• Address & Charger ID/ Manufacturer• Charge Rate of the charger (I-PACE will only accept up to 100kw)• Vehicle Side suspected failures<ul style="list-style-type: none">○ Are there any error message or indicators on the IPC?○ What lights are illuminated on the charge port?• Charger Side suspected failures<ul style="list-style-type: none">○ Pictures of error messages on the charger itself• If the charger is near your retailer, please take a stock vehicle and test the charger- ideally video record the entire charge session.• Check operation of charge actuator lock• Follow TOPIx for any DTC stored in the vehicle. In addition, there is a charging diagnostic check sheet for charging issues on TOPIx to guide you in diagnosis• Raise a TA with all this included information if you are unable to come to a root cause• If the issue is deemed to be the DC Fast Charger itself (i.e. ChargePoint EVGo, Electrify America, Panasonic etc), the affected charger manufacturer should be called for further support. The support information is usually listed on the designated manufacturer site, app (if one is available) as well as on the charger itself	

