



STAR ONLINE PUBLICATION



Case Number: S2108000056

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Symptom/Vehicle Issue: U0111-00 Lost Communication With Battery Energy Control Module Set In The HCP. BPCM Offline, Multiple Low Voltage DTC's.

Discussion: In very low ambient temperatures the BPCM may not wake up and communicate. This will cause the HCP to set a U0111-00 Lost Communication With Battery Energy Control Module. This could deplete the charge in the 12v battery and could also cause multiple low voltage DTC's to set.

Diagnosis: Determine what temperatures this issue began for the customer. If temperature were in the single digits or below when the U0111-00 set. This SOL case is applicable to your issue. Once the BPCM enters into a state of not waking up. It will remain in this state until power is removed.

Repair: Disconnect the battery, wait 15 minutes and reconnect the battery. This will bring the BPCM back online and cause U0111-00 to go stored. This issue should not reoccur unless single digit ambient temperatures are experienced again.

Engineering is working on a hardware update that will be released in the form of a TSB. With an estimated release planned for 3rd Quarter 2021.

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