

POWERTRAIN – CONCERN REGARDING EV MODE (PHEV)

Customer Voice:

- Customers will be reporting EV (Electric Vehicle) Mode not available when selected by the driver, engine running when not expected, or 'EV Mode not available' warning displayed on the screen.

Technical Description:

- Engine start is requested due to conditions of the Powertrain system.
- The most likely cause is due to PCM Air-Fuel adaptations being incomplete. This can happen post a PCM SOTA update or DTC clear event which results in the adaptations being reset.
- The PCM needs to see a variety of engine running conditions in order to re-learn the adaptations, allowing EV Mode to function.

Status:

- Please run the 'PCM - Fuel Adaption Re-Initialization' application in TOPIx.
- Ensure the HV battery has sufficient State of Charge and then drive the vehicle, periodically selecting EV Mode to confirm the concern has been resolved.
- If the concern persists, then please refer to TOPIx workflow for further guidance.
- The PCM application is available only for P6 PHEV powertrains. If the vehicle has a P4 PHEV powertrain, the adaptations must be learned by driving the vehicle.

Refer to SSM 75863

20-23MY Range Rover, RR Sport
(PHEV MODELS ONLY)

