

SSM 75992 - Range Rover (L460) New Range Rover Sport (L461) - PHEV

Customer Voice:

- The PHEV traction battery is discharged.

Technical Description:

- When a PHEV vehicle is on display (eg. in a showroom) for an extended period of time it is possible that the traction battery charge depletes to a point where it can no longer be re-charged.

Status:

- Inspect all new PHEV vehicles which are on display, check the traction battery state of charge (SoC) and if this is below 50%, please re-charge the traction battery to 100%.
- Also, ensure that the Showroom Preparation process has been completed in full and the "GWM - Showroom Mode" app has been run.
- If there are any warning/error messages displayed, please do the following:
 - 1. - Run BECM - 40DE - Hybrid/EV Battery Pack Module Data application on TOPIx Cloud
 - 2. - Raise a TA and request this be escalated to PTS-130 Energy Storage BECM

Range Rover

- 22-23MY Range Rover
- 23MY Range Rover Sport

