

To our workshops

Field Action 10-109

Level 2 service program – Fluid Heater preventive action

Introduction

The fluid heater in the THINK City may malfunction. The reason for this field action is to eliminate one possible root cause causing this. This will prevent an unnecessary fault code to be set and secure the function of the fluid heater. If this fault code is present, the fluid heater will not heat.

This applies to all vehicles in the range from VIN YYCFT26B2AU005372 (First Gen 2 PCU) to VIN YYCAD2MC2AU006113

The action should be implemented prior to delivery, at first service or repair or if the customer complains about heater malfunction. In case of a customer complaint do the following:

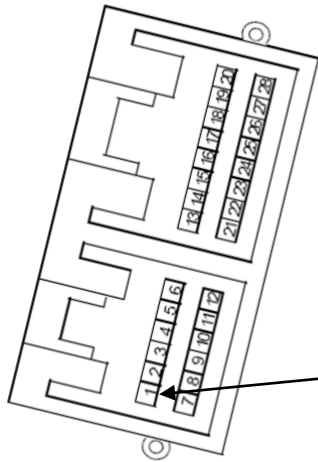
Test procedure:

1. Ask the customer about symptoms – did the heater work for a while, and then shut down? Did the heater start working again after the next start (Key cycle)
2. Erase CDCM fault codes.
3. Start the heater and set the heat to max, ventilation in pos 1 and recirculation on with closed windows. Check if the heater heats, and check after 5 and 10 minutes. If the heater has stopped, do a key cycle and repeat.
4. If the same thing happens again we have identified software to be the root cause. In this case the best solution is to disconnect the “fault” line. Below please find the explanation on how to perform this
5. If the heater has never worked (does not heat at all) replace the heater.

Tools needed:

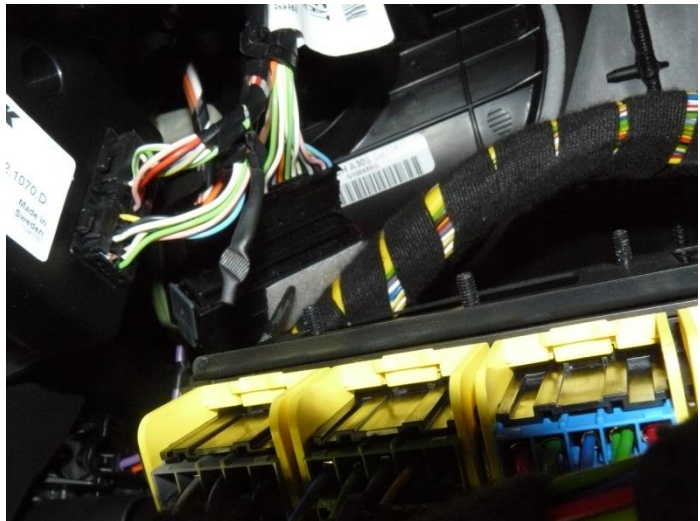
- Cutting pliers
- 2,5cm Shrink tube 1,2-1,6 mm
- Hot air gun





Rework procedure:

Use wire cutter pliers, cut the brown wire in position 1 of the CDCM connector.



Isolate the cable by using shrink tube and hot air gun. Confirm that it is not possible to ground the wire.

Time

Test procedure. 0,25hr (25p)

Handling and working hours per vehicle 0,25 hr (25 p)

Administration

The workshop fills out a regular claim report (AS&S process manual Z8 Warranty Report and application form) referring to this Field Action, and send this to THINK with the invoice for the elapsed working hours and the completed feedback form.

Time plan

Field action is valid from November 29, 2010.

Feedback Form for Field action

Field action no. **10-109** performed:

Work performed	Yes/No
Test procedure	
Rework	

Reg. no:	VIN:	Workshop:
Km:	Date:	Responsible:

A copy of this sent with the invoice and claim reporting.

Please contact us if you have any questions.

E-post: service@thinkev.com

Regards

THINK