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Case Number: S2308000055 Rev. A

Release Date: May 2023

Symptom/Vehicle Issue: Vehicle May Not Start, Service High Voltage System Warning Displayed, DTC P1D72-00 Open High Voltage Cable

Discussion: The vehicle may arrive at the dealer as a no start and/or the Service High Voltage System warning may be displayed in the Cluster. When scanning the vehicle for DTCs you may find a P1D72-00 Open High Voltage Cable in the Hybrid Control Processor (HCP). This is caused by a failed High Voltage (HV) component.

Repair: To determine which HV component is the root cause, using wiTECH review the “HV Cable Connector Status” in the HCP data tab. Reference the below table to correlate Connector A, B, C, or D to the suspect component.

| HV CABLE CONNECTOR STATUS WITH RELATED HV COMPONENT AND HV FUSE | |
|---|---|
| Connector A Open | Integrated Dual Charge Module (IDCM)/HV Battery Pack Fuse B |
| Connector B Open | Electric Coolant Heater /HV Coolant Heater PIM Fuse |
| Connector C Open | Battery Coolant Heater (BCH)/HV Battery Pack Fuse C |
| Connector D Open | Electric A/C Compressor (EAC)/EAC PIM Fuse |

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



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Once the component is determined, perform the related diagnostic to remedy. After the vehicle is repaired, the “HV Cable Open Fault Reset” can be used to clear the P1D72-00. The only way to permanently clear the P1D72-00 is to perform this routine.

Verification: Confirm there are no HV DTC's and that the vehicle operates normally in EV mode.

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