



SERVICE BULLETIN

TSB-2023-XSER-001-R0

MAY 2023

VEHICLES AFFECTED: Model Year 2023/2024 MadJax XSeries equipped with Reliance LI48-105 batteries of the following serial number ranges:

DTEE0001-DTEE0640
DTEG1672-DTEG2311

ISSUE: In certain terrain, the Reliance lithium battery could trigger an overcurrent fault, causing unexpected vehicle shutdown.

ACTION: Update the firmware of batteries via the Reliance Battery App, available on the iOS and Android app stores at the below links or by scanning the QR codes on top of the batteries:

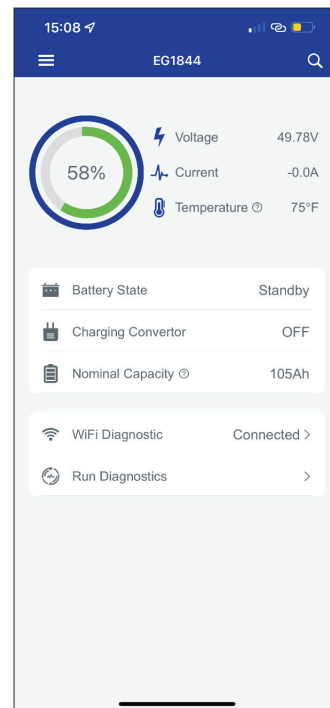
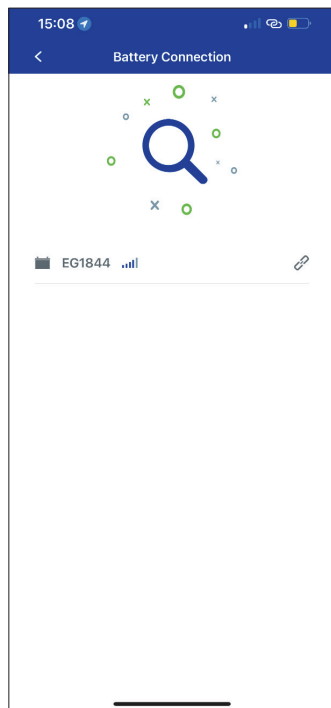
iOS: <https://apps.apple.com/us/app/reliance-battery/id1546030409>

Android: <https://play.google.com/store/apps/details?id=com.dt.reliance>

WARRANTY: Service is eligible for warranty labor of 0.2 hrs per unit. Note "TSB23-01" on the warranty claim for each vehicle, as well as the battery serial number/Bluetooth ID.

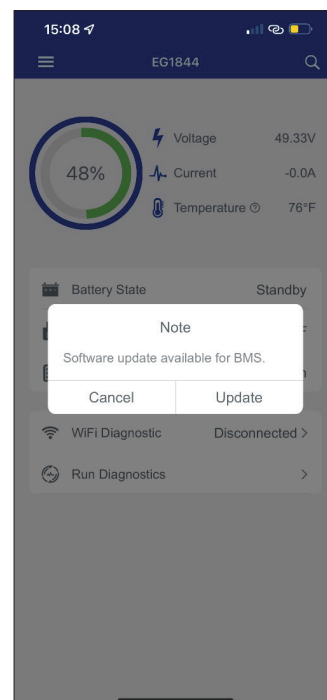
SERVICE PROCEDURE:

1. Ensure the vehicle is on a flat surface with the wheels chocked, e-brake is not manually released, and the run/tow switch is set to RUN.
2. Install the Reliance Battery app and turn the ignition on. Open the app and search for batteries. Select the desired battery if more than one battery is showing. The battery number is on top of the battery. The main screen will show up (WiFi Diagnostic will note "not connected" before the first time the battery is connected to WiFi).

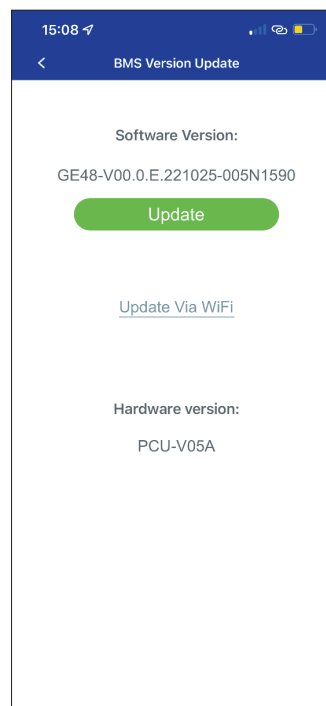


3. **For batteries with numbers starting with “EG”, the software can be updated directly via Bluetooth without WiFi connection:**

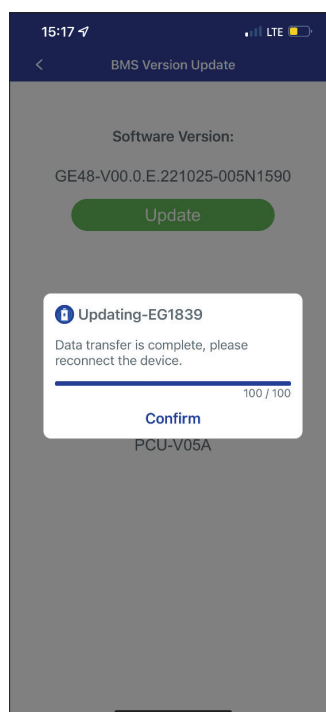
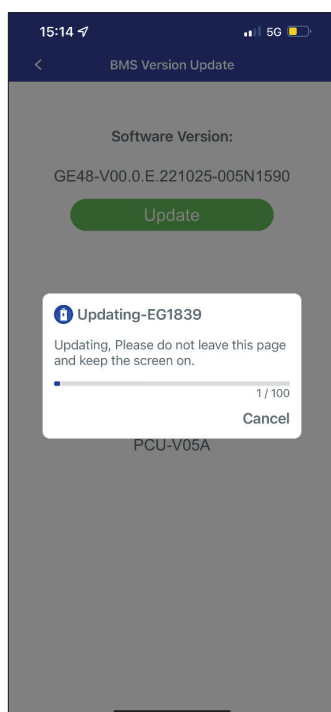
- a. A popup should occur stating “Software update available for BMS” with a button to Cancel or Update. Press Update. Alternatively, go into the top left menu and select BMS Firmware Update.



- b. Press Update on the next screen. Another popup will show that warns to ensure the battery is idle and/or disconnected from main power. Press continue.

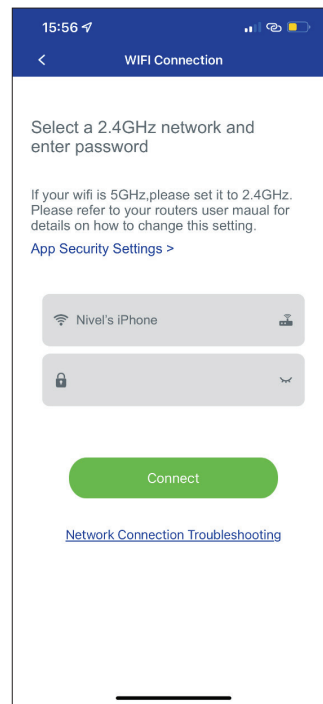
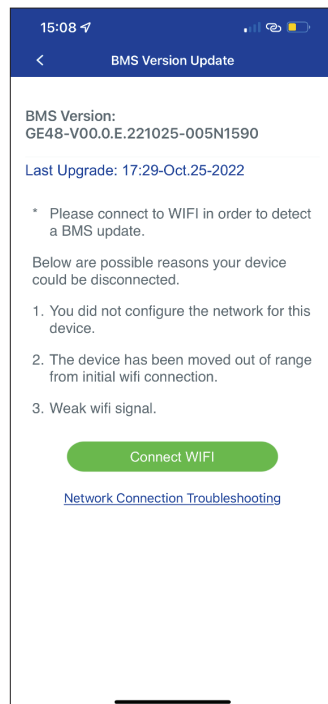


- c. A window will show the update progress. The update takes around 2-3 minutes. If you cancel or navigate away from the screen, you will have to restart the update after waiting 10 seconds (the screen will count down). Once the update completes, press Confirm on the screen.

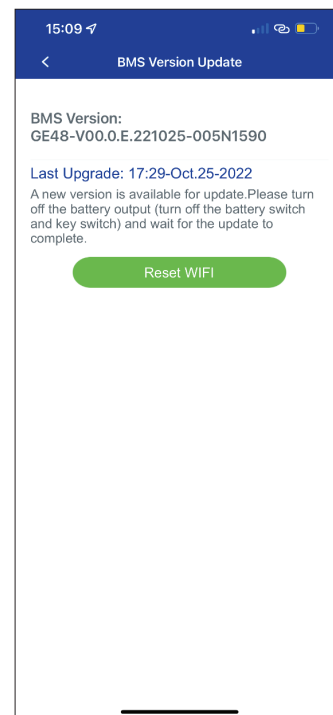
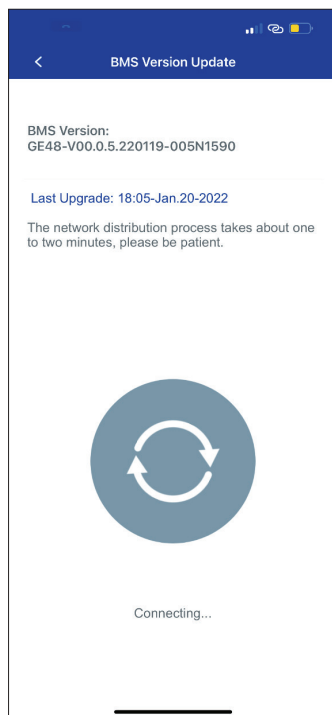


- d. Power cycle the battery by turning off the ignition, then turn it on after 2 minutes.

4. **For batteries with numbers starting with “EE”, the battery must be connected to WiFi for firmware update.**
- a. From the main screen after selecting the battery, go to the menu in the top left and select BMS Firmware Update. Ensure that your phone is connected to a 2.4GHz WiFi network. Note that some mobile hotspots may not be compatible.
 - i. The hotspot in the example shown is from an iPhone SE, which automatically broadcasts a 2.4GHz network. Newer iPhones with 5G have shown mixed results even when using Maximum Compatibility mode. Many Android phones have the ability to choose 2.4GHz or 5GHz.
 - b. Press Connect Wifi, then enter the WiFi password on the next screen and press Connect.



- c. The battery will take 1-2 minutes to connect to WiFi, then to the update server. The app will then show the note that a new version is available. When this message shows, turn off the key switch and leave the battery for 5 minutes while the software installs.



- d. Check to make sure the battery has updated by going back into the BMS Firmware Update; the date should show that the last upgrade was recent.