

Service Bulletin

Release Liquid Cooled Cable Stuck to Vehicle

Power Link 2000

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Affected Models and Down Version: Some ChargePoint Power Link 2000 with CCS1 Liquid Cooled Cable

Required Action: Release stuck charging cable from a vehicle charging port.

Issue: Charging cable is stuck to the customer's vehicle and will not release after the charging session has ended and vehicle pin is released.



WARNING: Do not install or service the charging station in inclement weather. If you work in snow, rain, or wind, you must use a weather-proof shelter that covers all boxes and components.



CAUTION: Warranty Limitation

- If the charging station is not installed, commissioned, or serviced by a ChargePoint certified technician using a ChargePoint-approved method, it is *excluded* from all ChargePoint and other warranties and ChargePoint is not responsible.
- You must be a licensed electrician and complete training at <https://www.chargepoint.com/partners/training-certification> to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.

For assistance, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

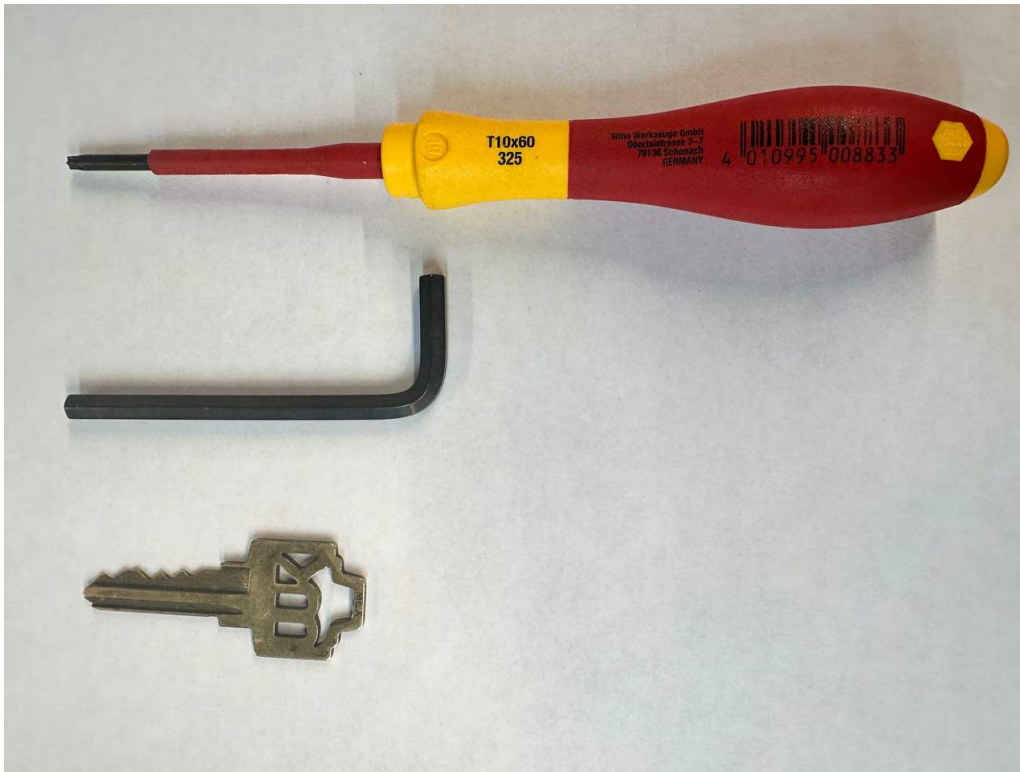
Introduction

The unexpected locking of a Power Link 2000 with CCS1 Liquid Cooled Cable to a vehicle can be safely released by field installers using this procedure.

Tools Needed

Thin and rigid object to press the charge cable Emergency Release such as:

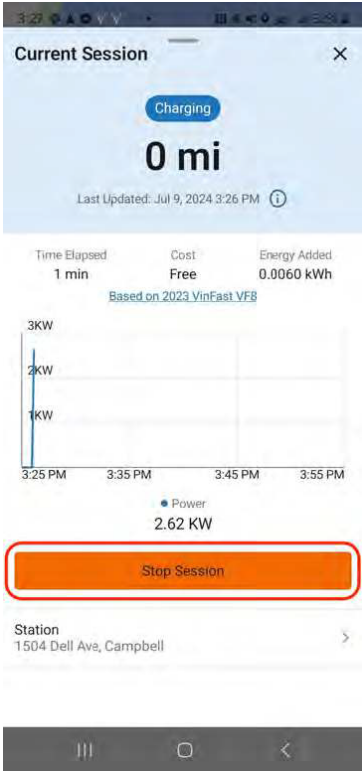
- Fine-tip screwdriver (Example, T10)
- Allen key
- House key



Procedure

- 1. Stop any active charging sessions.

Examples of stopping an active charging session:

Charging Station Display	ChargePoint Mobile Application	Vehicle Dashboard
		

2. Verify vehicle EV pin is released. Some vehicles release their EV pin when the charging session ends.



IMPORTANT: It is recommended to review the EV operator manual to determine the method of releasing the vehicle pin.

Examples of releasing the vehicle EV pin:

Refer to EV Manual



Press Button on Interior of Charge Port



Press Power Button to Restart Vehicle



Pull Vehicle Pin Emergency Release



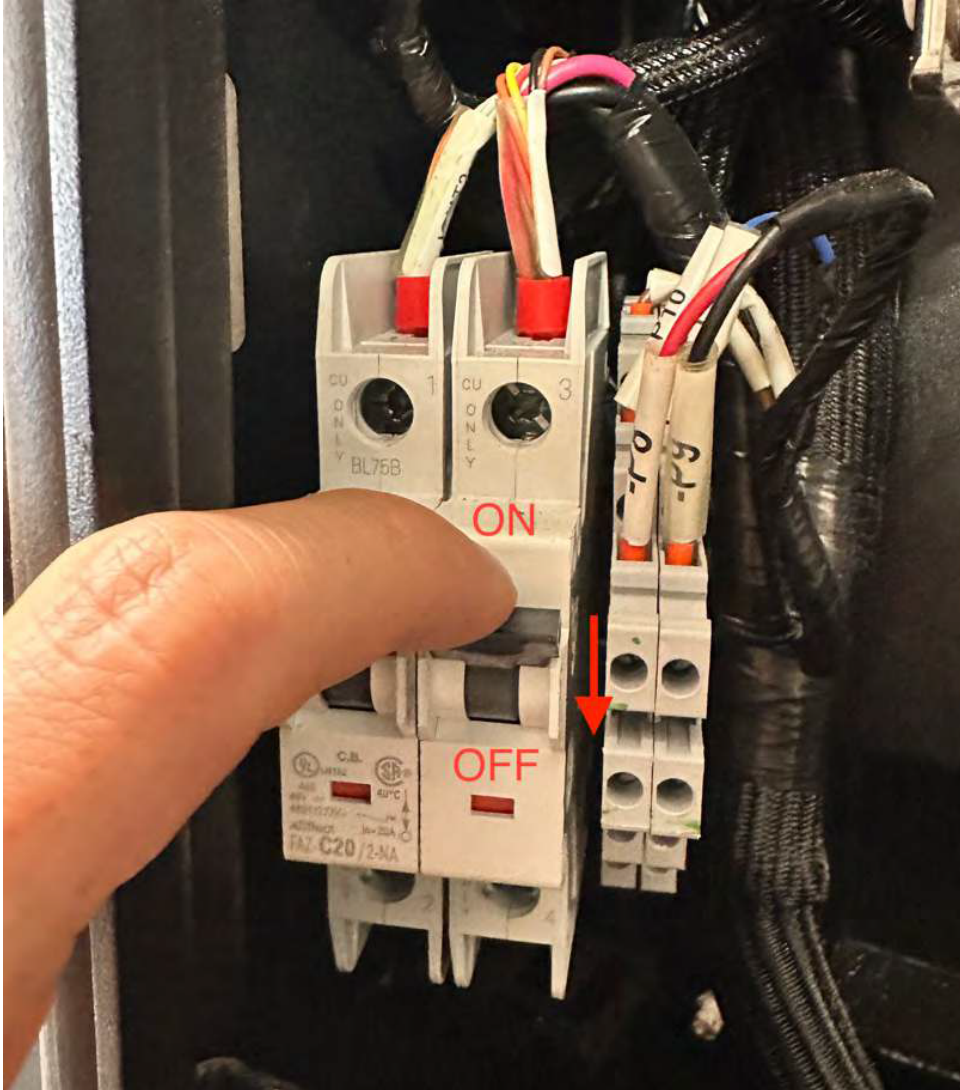
3. Release Power Link 2000 Liquid Cooled Cable from vehicle by squeezing the handle and pulling.



4. Power down the Power Link 2000 at the main electrical panel. Alternatively, open up the system front door and turn off at the interior breaker.



DANGER: Risk of electric shock.



5. If above Steps (1) to (4) do not release the charge cable handle, use emergency release switch:

Remove Adhesive Cover on Emergency Release



Simultaneously Press Down on Emergency Release and Squeeze/Pull Handle



6. Mark the charge cable as out of service. Go to chargepoint.com/support, find your region's technical support number, and contact ChargePoint Support.