NGDV – Technical Bulletin	**Title:** NGDV Wake & 12V Battery Drain Prevention	
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Exceeding Customer Expectations through Continuous Improvement

NGDV Technical Bulletin

NGDV Wake & 12V Battery Drain Prevention

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INTRODUCTION

Initial Concern

The NGDV controller network to “wake-up” under certain conditions when not in use (Ignition OFF). These wake events draw power from the 12V battery. If the 12V battery is discharged too much by repeated wakeups the NGDV vehicle may be unable to start.

The cameras will be activated if the perimeter alarm is activated (through impact or tilt angle). You will know this is happening due to audible and visual alarm activation (incessant/repetitive lights flashing and horn honking). A hard “bump” or an attempt to Tow, will activate the security system and when activated; the lights and horn will sound until they are timed out (5 minutes) or until the operator provides an input through the key fob by pressing the Lock/Unlock/Cargo Unlock or Red Audible button. Any key fob button press will cancel the alarm on the NGDV.

When in the armed state, there are fewer other network wake conditions (such as door switch opening or EVSE triggered wakes) that can initiate HU video recording.

Suspect Population

All ICE and BEV NGDV’s

Procedure and Material List

See process outlined below.

Frequently Asked Questions

Q: Are all NGDV’s affected and in need of this procedure?
A: Yes

Q: What happens if the outlines steps are not followed?
A: The 12V battery may get drained while no being used for extended periods of time.

REWORK TOOLS AND MATERIAL LIST

Tools

- No tools required

Consumables

- No consumables required

Personnel Requirements

- Procedure: .1 Total Man Hours
- 1 person will be required for this job.

PROCEDURE

When leaving the vehicle overnight or for an extended period:

1) Ensure all switches on the UIM (accessory switch panel) in the overhead console are turned off

2) Exit the vehicle

3) Close all vehicle doors (Driver, Road Side, Cargo, Rear Rollup, and Hood)

4) Press lock button on key fob twice, and ensure that the hazard lamps flash with each press, and only a single horn honk is heard.

- 1st and 2nd lock button press will only provide visual feedback (hazard lamp flash) if the doors are properly closed.

- If, upon the 2nd lock button press audible (single horn honk) feedback is heard then the doors are properly closed.

- If a double-honk of the horn is heard on the 2nd lock button press, this indicates one of the doors is not fully closed or there is a problem with the door switch function/adjustment. Unlock, re-close or repair, then relock.

Locking of the vehicle with the key fob ensures the security alarm is armed, and minimizes the conditions that can initiate security video recording.

Ensuring that the doors are properly detected as closed prevents drain due to dome lamp, footwell lamp, and cargo area lamp relays.

Turning off the UIM switches prevents drain due to: Cargo Fan, Cargo Lamp, Porch Lamp, Strobe Lamps, or Dome Lamp.

Revision	Date	Description	Requestor
-	2/23/2026	First Revision	USPS – Tracy Powers
2	3/04/2026	Interim revision & final revision after discussion with USPS	USPS – Tracy Powers

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