

# Technical Journal

TITLE:

**DTC SRS-B15381B High Voltage battery loop control**

|                                       |                                                    |                                                |                                   |
|---------------------------------------|----------------------------------------------------|------------------------------------------------|-----------------------------------|
| REF NO:<br><b>TJ 36404.2.0</b>        | ISSUING DEPARTMENT:<br><b>Technical Service</b>    | CAR MARKET:<br><b>United States and Canada</b> |                                   |
| PARTNER:<br><b>3 US 7515 Polestar</b> |                                                    | ISSUE DATE:<br><b>2022-12-06</b>               | STATUS DATE:<br><b>2022-12-08</b> |
| FUNC GROUP:<br><b>3234</b>            | FUNC DESC:<br><b>Onboard charger, high voltage</b> | Page 1 of 2                                    |                                   |

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

**DESCRIPTION:**

If a customer experiences the DIM message “Disconnect Charging Cable” while there was no charging cable attached, and DTC VCU1-U116E00 is set as permanent, please follow the advice in “Service.”

**CSC** Customer Symptom Codes

| Code | Description                                                           |
|------|-----------------------------------------------------------------------|
| 53   | Driving, Twin Engine/Propulsion using electric motor not possible     |
| 71   | Starting/Vehicle start-up is not possible                             |
| YL   | Plug-in charging/No/reduced/incorrect function/With external AC-cable |
| YZ   | Plug-in charging/No/reduced/incorrect function/With external DC-cable |
| 7G   | Text window and warning symbol/Yellow symbol and text message         |

**DTC** Diagnostic Trouble Codes

| Control Module | Code    | Fault Type |
|----------------|---------|------------|
| VCU1           | U116E00 | Permanent  |

**Vehicle Type**

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 534  | ED  | E400V6   |       |      |      |       | 2020-2023  |       | -             | 202007-202317    |
| 534  | EG  | E400V9   |       |      |      |       | 2022-2023  |       | -             | 202122-202317    |

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## SERVICE:

**NOTE:** This TJ applies only if the customer does not experience any problems charging the vehicle.

The DIM message “Disconnect Charging Cable” while no charging cable is attached, can result from a software issue.

The technical background is that the OBC is not getting woken up at the moment the customer wants to start the car. Without having clear feedback from the OBC that no charging cable is attached, for safety reasons the DIM message “Disconnect Charging Cable” is shown.

If a customer reports this symptom, please give advice that there are three workaround options - every option working on its own:

- A. Press the release button at the EVI.
- B. Press the release button in the charging menu in IHU.
- C. Lock the car and wait for 10 minutes (so it's going to sleep), then unlock.

**Note:** In some cases, the DIM message may disappear within a short time on its own.

Whenever this symptom occurs while the car is at the workshop, there are two additional workaround options - every option working on its own:

- D. Do a 12V reset.
- E. Remove fuse 27 in EJB for approx. 2 min.

Do not replace any parts, a software fix is under development.

## List of abbreviations:

DIM - Driver Information Module  
OBC - On-board Charger  
EVI - Electric Vehicle Inlet  
IHU - Information Head Unit  
EJB - Engine Junction Box  
PCA - Permanent Corrective Action

## Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, the following data must be used:

Failing Part: No parts are allowed in this job

VST OP number: 99922-2 General reimbursement acc. to TJ/QB

**NOTE:** TJ number must be stated in the repair order text.

## VST Operation Number

| VST Operation Number | Description                         |
|----------------------|-------------------------------------|
| 99922-2              | General reimbursement acc. to TJ/QB |

## LABOR TIME:

0.2

## VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area “Vehicle Report Polestar” and sub concern area “Support not needed Polestar”, use function group 3234.