

Technical Journal

TITLE:

DIM Message “Disconnect Charging Cable” With No Cable Attached

REF NO: TJ 36405.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-11-22	STATUS DATE: 2022-11-29
FUNC GROUP: 3234	FUNC DESC: Onboard charger, high voltage	Page 1 of 2	

“Right first time in Time”

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
536	ED	E400V6					2021-2023		-	202037-202317
536	EF	E400V2					2022-2023		-	202146-202317
539	ED	E400V6					2022-2023		-	202139-202317
539	EF	E400V2					2022-2023		-	202146-202317

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SERVICE:

NOTE: This TJ applies only if the customer does 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

VEHICLE REPORT:

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