

Complaint - High-Voltage Battery Cannot be Charged / Fault Memory Entry B200000 in the High-Voltage Charger Control Unit (15/23)

Vehicle Type: **Cayenne E-Hybrid (9YA)**
Cayenne Turbo S E-Hybrid (9YA)
Cayenne Coupé E-Hybrid (9YB)
Cayenne Turbo S Coupé E-Hybrid (9YB)

Model Year: **As of 2021 up to 2023**

Equipment: **7.2 kW on-board AC charger (I-no. KB2)**

Concerns: **High-voltage charger (onboard charger - OBC)**

Cause: Customers complain that it is not possible to charge the high-voltage battery. The engine control light is also activated in the instrument cluster.

One or both of the following fault memory entries is stored in the high-voltage charger control unit fault memory:

- B200000 - Control unit – Function restriction (E11C11)

and / or

- B200000 - Control unit – Function restriction (E11C17)

Action: In the event of a customer complaint, check the high-voltage charger software version and replace if necessary.

Required tools

Tools:

- **9900 - PIWIS Tester 3 / 4**
- Battery charger with a current rating of **at least 90 A**, e.g. **VAS 5908 90 A battery charger**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charging vehicle electrical system and battery'*

Additional tools required to replace the high-voltage charger:

- **VAS 6883A - Insulated tool set**
- **VAS 6890 - Spring band clamp pliers**
- **VAS 6558/9-6A - High-voltage test adapter**
- **VAS 6558A - High-voltage testing module**
- **9696 - 9696 - Filling device**
- **VAS 6096/2 - Vacuum pump**
- **VAS 6494 - Torque screwdriver, 1.5-3 Nm (1-2 ftlb.)**

Checking high-voltage charger software version**Information**

When working with the PIWIS Tester, reliable power supply must be ensured in the vehicle. Before starting work, connect a suitable battery charger with a current rating of at least 90 A to the jump-lead starting terminals in the engine compartment.

To ensure a steady radio link between vehicle and Driver's key, position the Driver's key in the rear of the left cupholder in the center console between the holding strips (emergency start tray).

- Work Procedure: 1 Read out the high-voltage charger software version from the control unit using the PIWIS Tester.
- 2 Select '**High-voltage charger control unit**'.
- 3 Select '**Extended identification**' menu.

Software version:	Action:
1191 (or higher)	End of the measure, the high-voltage charger software version is current. Continue fault finding by other means.
1177 or 1183	Replace high-voltage charger. ⇒ <i>Technical Information '270689 Replacing high-voltage charger'</i>

Replacing high-voltage charger

Part No.:

Required parts:

Part No.	Designation – Point of use	Quantity
PAB915681G	⇒ 7.2 kW high-voltage battery charger (I-no. KB2)	1 piece
PAF82595100	⇒ M6 x 20 screw – Center underbody cover	2 pieces

- Work Procedure: 1 Replace high-voltage charger.
For instructions, see:
⇒ *Workshop Manual '279719 Removing and installing high-voltage charger'*
⇒ *Workshop Manual '279755 Replacing high-voltage charger'*

Working position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
27970100	Checking high-voltage charger	
27972549	Replacing and programming high-voltage charger	

PCSS encryption:

Location (FES5)	27970	High-voltage charger
Damage type (SA4)	1614	Programming error

Important Notice: Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

© 2023 Porsche Cars North America, Inc.