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**SUBJECT****Possible Damage to High-voltage Battery****MODEL**

F02 (ActiveHybrid 7)

F30 (ActiveHybrid 3)

F10 (ActiveHybrid 5)

**SITUATION**

The high-voltage (HV) battery cells could be damaged if the vehicle is prevented from entering sleep mode for an extended period of time.

**CAUSE**

The vehicle is prevented from entering sleep mode when connected to an external 12V battery charger for an extended period of time, e.g., over the weekend. This will keep the high-voltage battery electronics fully active and could cause possible internal damage.

**CORRECTION**

If it is necessary to charge the vehicle for a prolonged period of time (e.g., in the dealership showroom), make sure that the 12V battery charger does not stay on continuously (e.g., it is turned off overnight).

If it is necessary to charge the vehicle for a prolonged period of time, ensure that the HV battery is regularly recharged by the combustion engine.

This situation is caused by the energy-saving mode's software strategy and will be eliminated with ISTA/P 2.49.0.

**WARRANTY INFORMATION**

Not applicable.