

**Complaint - Battery Dead and Specific Fault Code in Front-end Electronics Control Unit:
Observe specified procedure (154/18)**

Model Line: **Macan**

Model Year: **As of 2014**

Subject: **Starter battery / front-end electronics control unit**

Information:



Information

In the event of a **customer complaint about a dead battery** and the fault code "**80380D – Hardware output – plug socket relay faulty**" entered in the front-end electronics control unit, pay particular attention to the following points:

Technical behavior:

- **After the engine has been running**, the 12 V plug sockets remain active for **approx. 30 minutes**.
- If an **external power supply** (charger) is **connected** to the 12-volt plug sockets **within this 30 minutes**, this behaviour changes and **the plug sockets remain active**:

⇒ **The 12 V plug sockets also remain active after the 30 minutes even if the external power supply is disconnected in the meantime.**

This then results in a **significantly increased closed-circuit current** (higher than 1.0 A).

⇒ **The 12 V plug sockets remain active:**

- until **the vehicle battery has a residual capacity of 6 Ah**,
- the **fault code "80380D - Hardware output – plug socket relay faulty"** is entered and
- will only be deactivated by switching the ignition on and off again – starting and stopping the engine.

In the event of a customer complaint:

⇒ **Replacing control units, plug socket relays or similar components will not resolve the problem.**

⇒ This is **not a technical fault**. This behavior is normal.

⇒ Please **inform customer accordingly**.

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