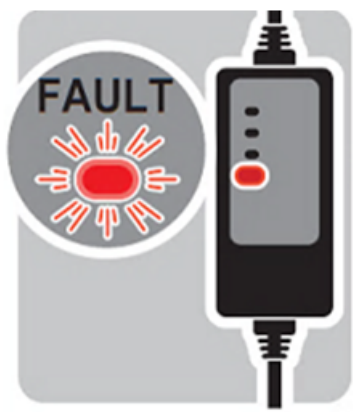


The charging process using the mode 2 charging cable cannot be started.

Topic number	LI47.70-P-073596
Version	1
Function group	47.70 - Powertrain energy supply
Date	9/9/21
Validity	All plug-in hybrid vehicles (PHEV) All all-electric vehicles (BEV)
Reason for change	

Complaint

Vehicle cannot be charged and the "Fault" LED on the charge indicator box of the mode 2 charging cable lights up.

Attachments	
File	Description
Fault.png	Fault profile
	

Cause

The customer connected the charging cable to the vehicle first.

Remedy

Notify the customer about the importance to correctly perform the plug-in sequence. If the customer failed to observe the plug-in sequence, the fault can be rectified as follows:

1. Unplug the charging cable from the vehicle first and then from the infrastructure connection

XENTRY TIPS

2. Wait for at least five seconds
3. Plug in the charging cable at the infrastructure connection first
4. Wait until the Power LED lights up constantly in green
5. Then plug-in the charging cable on the vehicle
6. Check if the charging process has started

Symptoms

Overall vehicle > Power supply > High-voltage on-board electrical system > Charging > Domestic power outlet (Mode2/Level1) > Does not start

Overall vehicle > Power supply > High-voltage on-board electrical system > Charging > Charging cable > Malfunction

Overall vehicle > Power supply > High-voltage on-board electrical system > Charging > Charging cable > Flash code (red) on charge monitoring box

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
---------	----------------	------	-------------	------