



STAR ONLINE PUBLICATION



Case Number: S2208000099

Release Date: April 2022

Symptom/Vehicle Issue: Standard High Voltage Module Flash Update Procedure

Discussion: There have been reported cases of P0AA4-00 - Hybrid Battery Negative Contactor Circuit Stuck Closed becoming active after a flash software update. If P0AA4-00 becomes active, the DTC will only clear with a HV Battery replacement.

Repair: To prevent P0AA4-00 from setting and HV Battery replacement, follow the below procedure.

1. Cycle the ignition off.
2. Open HV test point access cover.
3. Perform HV power down to ensure the contactors are open.
4. Using a battery charger maintain the low voltage battery at 12.5V.
5. Cycle the ignition on and perform any available module software updates. ALL modules must be updated at this time.
6. Once all modules are updated, cycle the ignition off.
7. Perform the HV power up procedure and reinstall the HV test point access cover.
8. Disconnect the 12v battery charger.
9. Cycle the ignition to run and clear all DTC's.
10. Cycle the ignition off and wait 2 minutes.
11. Start the vehicle.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found