



STAR ONLINE PUBLICATION



Case Number: S2208000199

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Symptom/Vehicle Issue: Avoid Failure Of High Voltage Battery Pack When Performing Flashes

Discussion: When performing any flashes there is a possibility of setting DTC P0AA4-00 - Hybrid Battery Negative Contactor Circuit Stuck Closed. This is a hard fault and will require battery pack replacement.

To avoid this from occurring when flashing a module. It is CRITICAL that you wait 5 minutes after performing "Disable HV Battery Contactors". This will allow the high voltage capacitors to completely drain before proceeding to flash any modules.

Failure to do this will likely cause remaining capacitive voltage to weld the HV contactors shut. Setting P0AA4-00 and permanently damaging the battery.

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