Technical Journal

TITLE:

DIM “Disconnect Charging Cable” Message With No Cable Attached

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:	
TJ 36404.4.0	Technical Service	United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2023-09-28	STATUS DATE: 2023-10-03
FUNC GROUP: 3234	FUNC DESC: Onboard charger, high voltage	Page 1 of 3	

Rows beginning with * are modified
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DESCRIPTION:
If a customer experiences the DIM message “Disconnect Charging Cable” while there is no charging cable attached, and DTC VCU1-U116E00 is stored, please follow the advice in “Service.”

CSC Customer Symptom Codes

Code	Description
53	Driving, Twin Engine/Propulsion using electric motor not possible
71	Starting/Vehicle start-up is not possible
YL	Plug-in charging/No/reduced/incorrect function/With external AC-cable
YZ	Plug-in charging/No/reduced/incorrect function/With external DC-cable
7G	Text window and warning symbol/Yellow symbol and text message

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
VCU1	U116E00	Permanent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534	ED	E400V6					2020-2023		-	202007-202317
534	EG	E400V9					2022-2023		-	202122-202317

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SERVICE:

NOTE: This TJ applies only if the customer does not experience any problems charging the vehicle.

Do not replace any parts if this symptom occurs.

The DIM message “Disconnect Charging Cable” while no charging cable is attached, can result from a software issue.

* There is a software fix available in VIDA to update any OBC with hardware part number 32325330 (hardware version 2.6) or 32299926 (hardware version 2.7 or 2.7_B). Please confirm that the affected car is equipped with this hardware part number before starting the update process.

The software update is done via the following steps:

1. Connect the car to VIDA->Software installation->Manual installation
2. Order and install the SP: **32406479**.
3. In the software tab in VIDA, press the Advanced Test button and choose OBC, it should now show: ‘Programming’
4. Switch to the “All” tab under Software, order, and install an OBC Reload.
5. A blue pop-up will be shown stating that it will overwrite a special software previously installed, press “OK.”
6. On the question if you like to reinstall the entire ECU, press “NO.”

***Note:** To verify the successful installation of this software product, the hardware part number should change as follows: PN 32325330 becomes PN 32406460; PN 32299926 becomes PN 32406461.

Note: This software will not be included in any software release. Therefore, it will not be overwritten by doing additional software downloads.

* If a customer reports this symptom on a car with an OBC hardware part number other than the above-mentioned ones, please submit a TIE Vehicle Report.

Note: There are three workaround options if a customer experiences this situation:

A. Press the release button at the EVI.
B. Press the release button in the charging menu in IHU.
C. Lock the car and wait for 10 minutes (so it’s going to sleep), then unlock.

Note: If this symptom occurs while the car is at the workshop, there are two additional workaround options:

D. Do a 12V reset.
E. Remove fuse 27 in EJB for approx. 2 min.

List of abbreviations:

TJ - Technical Journal
DIM - Driver Information Module
OBC - On-board Charger
SP - Software Product
PN - Part Number
ECU - Electronic Control Unit
EVI - Electric Vehicle Inlet
IHU - Information Head Unit
EJB - Engine Junction Box
PCA - Permanent Corrective Action

Warranty claim info:
To get a warranty claim accepted for a job described in this TJ, the following data must be used:

* VST OP number in case of updating the software for OBC hardware PN 32325330 or 32299926: 36004-2 Software control module downloading

* VST OP number in case of informing and/or performing workaround options for OBC hardware PN 32325330 or 32299926: 99922-2 General reimbursement acc. to TJ/QB

Note: The SP software is free of charge and the OBC software reload is the only claimable part.

Note: TJ number must be stated in repair order text.

VST Operation Number

VST Operation Number	Description
36002-3	Software control module downloading
99922-2	General reimbursement acc. to TJ/QB
36004-2	Software control module downloading

LABOR TIME:
Labor time subject to change without notice.

VEHICLE REPORT:
Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use the concern area “Vehicle Report Polestar” and the sub-concern area “Support Needed Polestar,” use function group 3234.