

**Volvo Car USA LLC****Technical Journal**

Technical Journal Title

MY24 PHEV 12-Volt Battery Drained After Charging the HV Battery

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Technical Service

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1/30/24

Car Market

United States and Canada

Partner

3 US 7510 Volvo Car USA

Function Group

3234

Function Description

Onboard charger, high voltage

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Rows beginning with * are modified

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DESCRIPTION:

12-volt battery drainage can occur when charging the high-voltage battery using an AC wall box charger if the charging cable remains connected for several hours after the charge is completed.

If a customer experiences a drained 12-volt main battery after charging the high-voltage battery, please follow the advice under “Service.”

CSC Customer Symptom Codes

Code	Description
LM	12 V main battery/Dead battery
LN	12 V main battery/Weak or low electrical power

DTC Diagnostic Trouble Codes**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224	H6	BH6PHEV					2024-2099		-	202317-209952
225	H6	BH6PHEV					2024-2099		-	202317-209952
238	H6	BH6PHEV					2024-2099		-	202317-209952
246	H6	BH6PHEV					2024-2099		-	202317-209952
256	H6	BH6PHEV					2024-2099		-	202317-209952

SERVICE:

Inform the customer about two possible workarounds to prevent drainage of the 12-volt main battery:

1. Charge the vehicle using the charging cable that is supplied with the vehicle.
2. Disconnect the AC wall box charging cable within 3 hours after completing the charging process.

***A software fix is planned for 2024 week 08 (Software version 2.14). This TJ will be updated once improved software is available.**

Warranty claim info:

No warranty claim is accepted for this TJ.

VEHICLE REPORT:

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