

**Panamera E-Hybrid - “Please unplug charger” Message in Instrument Cluster**

**Vehicles Affected**

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Panamera	As of 2018 up to 2020	97ABE1, 97AFH1, 97BBE1, 97BFH1, 97CBE1, 97CFH1	N/A	I-Nr KB1, 3.6 kW OBC

**Revision History**

Revision	Release Date	Changes
0	May 9, 2024	Original document

**Condition**

Following a software update or installation of a replacement 3.6 kW On-Board Charger (OBC), the workshop finds a white hybrid warning in instrument cluster as shown below. This message occurs on start-up even when no HV charging plug is connected. Fault B19DAF0\_EA6639 is present in the Instrument Cluster control unit.



Figure 1

### Technical Background

This condition is due to a known software error in newly produced replacement 3.6 kW Onboard charger (OBC) parts with software level 6021. The issue is currently under investigation between PAG and the supplier.

### Service Information

There is currently no fix available for this condition with the existing stock of OBC parts (PN PAB915682B). If a vehicle arrives and diagnosis leads to need of an exchange OBC, then it is recommended to delay OBC replacement until updated parts with corrected software are available.

This bulletin will be updated when a solution can be expected.

### Warranty

For documentation and warranty invoicing, enter the working position and PCSS encryption specified below in the warranty claim:

APOS	Labor operation	I No.
03350050	On board diagnostic . PIWIS tester	
03350053	On board diagnostic . Create VAL	

PCSS encryption:

Location (FES5)	27970	High-voltage charger
Damage type (SA4)	1611	Does not function

### Search Items

Panamera, OBC, 3.6kW, HV Charger, remove charger plug, Onboard Charger, E-Hybrid

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