

Panamera E-Hybrid - "Remove Charger Plug" 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
1	June 26, 2024	Part release

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. The following fault is present in the Instrument Cluster control unit:

Instrument cluster (006)

B19DAF0 - Display of charger plugged in, no engine start, active
Fault **EA6639**.



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 has been investigated by PAG and the supplier and a root cause was identified in production.

Service Information

Replacement parts are now available to correct this condition. They are designated with the same part number as before (PN PAB915682B). If a vehicle arrives and diagnosis leads to need of an exchange OBC or the aforementioned symptom of faulty charger plug detection, then it is recommended to order an additional OBC part from the PDC according to standard procedures.

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	
27975525	Replacing high-voltage charger	KB1

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

Important Notice: Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.