

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
2	November 4, 2024	Serial Number Info

Condition

Following a replacement of the 3.6 kW On-Board Charger (OBC) part number PAB915682B, 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 production error in 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.

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 exchanging the 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.

Until the stock of this part number is completely clean, it is recommended to check the serial number on the part's production label before installation. An example of this label with the production date highlighted in the serial number is shown in figure 2.



Figure 2

Part quality can be determined by the production date in the serial number before installation. Affected parts were produced before November 20, 2023 (20.11.23 on the label). In addition, some affected parts may have also been produced between November 20, 2023 and May 31, 2024. If a part produced between November 20, 2023 and May 31, 2024 is received, the serial number should be compared with the list. If the serial number is found in the list, the part should be returned instead of installed.

Serial Number
K01-ABY17.01.24DE000DD
K01-ABY12.01.24DE000DN
K01-ABY26.03.24E2000CW
K01-ABY26.03.24E2000DG
K01-ABY09.01.24E2000DJ
K01-ABY12.01.24E2000DK
K01-ABY26.03.24E2000DQ
K01-ABY10.01.24E2000DU
K01-ABY26.03.24E2000E3
K01-ABY12.01.24E2000EA
K01-ABY12.01.24E2000EB
K01-ABY12.01.24EH0000C
K01-ABY26.03.24EH0000D
K01-ABY09.01.24EH0000E
K01-ABY12.01.24EH0000I
K01-ABY12.01.24EH0000O
K01-ABY26.03.24EH0000R
K01-ABY17.01.24EH00011
K01-ABY17.01.24EH00013
K01-ABY12.01.24EH00014
K01-ABY26.03.24EH00022
K01-ABY12.01.24EH00024
K01-ABY26.03.24EH00028
K01-ABY26.03.24EH0002G
K01-ABY09.01.24EH00059
K01-ABY10.01.24EH0005A
K01-ABY17.01.24EH0005J
K01-ABY10.01.24EH0005Y
K01-ABY17.01.24EH00065

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

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