

**High-Voltage Battery cannot be Charged / Fault Memory Entry "B200000" in the High-Voltage Charger Control Unit (15/23)**

**Change Overview:**

Version	Date	Change
1	05/19/2023	▪ First publication
2	01/20/2026	▪ Action revised

Vehicle Type: **Cayenne E-Hybrid (9YA/9YB)  
Cayenne Turbo S E-Hybrid (9YA/9YB)**

Model Year: **As of 2021 up to 2023**

Equipment: **7.2 kW on-board AC charger (I-no. KB2)**

Concerns: **High-voltage charger (on-board charger - OBC)**

Information: Customers complain that it is not possible to charge the high-voltage battery. The malfunction indicator light is also activated in the instrument cluster.  
One or both of the following fault memory entries is stored in the high-voltage charger control unit fault memory:

- **B200000** - Control unit, function restriction (E11C11)

and / or

- **B200000** - Control unit, function restriction (E11C17)

Action: In the event of an existing customer complaint, re-program the high-voltage charger control unit using the Porsche Tester.



**Information**

The minimum programming requirement is the Porsche Tester software release: **43.800.000** (or higher)

**Required tools**

- Tools:
- **P90999 - Porsche Tester 4**
  - Battery charger with a current rating of **at least 90 A** and a **current and voltage-controlled charge map** for lithium starter batteries, e.g. **VAS 5908 - battery charger 90 A**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charge battery and vehicle electrical system'*

**Re-programming the high-voltage charger control unit - model year M (2021)**

Work Procedure: 1 Re-program the high-voltage charger control unit.

The basic work procedure for control unit programming is described in the Workshop Manual.  
⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

**Specific information on control unit programming during this action:**

Required Porsche Tester software release:	<b>43.800.000</b> (or higher)
Type of control unit programming:	Control unit programming using the ' <b>Campaign</b> ' function in the <b>Additional</b> menu on the Porsche Tester by entering a programming code.
Programming code:	<b>E3S3U</b>
Programming sequence:	<p>Read and follow the <b>information and instructions on the Porsche Tester</b> during the guided programming sequence.</p> <p>During the programming sequence, the control unit is <b>re-programmed</b> and then <b>re-coded automatically</b>.</p> <p><b>Do not interrupt the programming and coding process.</b></p> <p>A backup documentation process for the re-programmed software releases starts once programming and coding is complete.</p>
Programming duration:	Programming takes up to <b>8 minutes</b> , depending on equipment.
Software programmed during this campaign:	<p>• <b>High-voltage charger</b> Software release: <b>1192</b> (or higher)</p> <p>Following control unit programming, the software release can be read out from the respective control unit using the Porsche Tester in the menu ⇒ 'Extended identifications'.</p>

Procedure in the event of error messages appearing during the programming sequence:	⇒ Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'
Procedure in the event of the termination of control unit programming:	Repeat control unit programming by re-entering the programming code.

- 2 Read out and delete all control unit fault memories.
- 3 Exit the diagnostic application, switch off the ignition and disconnect **P90999 - Porsche Tester 4** from the vehicle.
- 4 Switch off and disconnect the battery charger.  
⇒ Workshop Manual '270689 Charging the vehicle electrical system battery'

**Re-programming the high-voltage charger control unit - model year N, P (2022, 2023)**

Work Procedure: 1 Re-program the high-voltage charger control unit.

The basic work procedure for control unit programming is described in the Workshop Manual.  
⇒ Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'

**Specific information on control unit programming during this action:**

Required Porsche Tester software release:	<b>43.800.000</b> (or higher)
Type of control unit programming:	Control unit programming using the <b>'Automatic programming'</b> function of the control unit: <b>'High-voltage charger'</b> control unit – <b>'Coding/Programming'</b> menu – <b>'Automatic programming'</b> function.
Programming sequence:	Read and follow the <b>information and instructions on the Porsche Tester</b> during the guided programming sequence.  During the programming sequence, the control unit is <b>re-programmed</b> and then <b>re-coded automatically</b> .  <b>Do not interrupt the programming and coding process.</b>

	A backup documentation process for the re-programmed software releases starts once programming and coding is complete.
Programming duration:	Programming takes up to <b>6 minutes</b> , depending on equipment.
Software programmed during this campaign:	<ul style="list-style-type: none"> <li>▪ <b>High-voltage charger</b></li> </ul> Software release: <b>1192</b> (or higher)  Following control unit programming, the software release can be read out from the respective control unit using the Porsche Tester in the menu ⇒ 'Extended identifications'.
Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'</i>
Procedure in the event of the termination of control unit programming:	Repeat control unit programming by re-entering the programming code.

- 2 Read out and delete all control unit fault memories.
- 3 Exit the diagnostic application, switch off the ignition and disconnect **P90999 - Porsche Tester 4** from the vehicle.
- 4 Switch off and disconnect the battery charger.  
⇒ *Workshop Manual '270689 Charging the vehicle electrical system battery'*

### Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
27972549	Re-programming the high-voltage charger	

PCSS encryption:

Location (FES5)	27970	High-voltage charger
Damage type (SA4)	1614	Programming error

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