

STANDARD OCCASIONAL USE CABLE CHARGING COMPLAINT
TROUBLESHOOTINGModel

F15 PHEV (X5 xDrive40e)	F30 PHEV (330e iPerformance)	G12 PHEV (740e xDrive iPerformance)	G30 PHEV (530e, 530e xDrive iPerformance)
I01 (i3)	I12 (i8 Coupe)	I15 (i8 Roadster)	

Situation

The customer may complain about any of the following scenarios-

- The vehicle cannot be charged with the standard "Occasional Use Cable" (OUC) charging cable
- An indicator light on the OUC control panel lights up or flashes
- The charging procedure does not start, or aborts
- A "Fault" indicator light on the vehicle High Voltage (HV) charging socket lights up red
- The charging time with the OUC is too long
- The charging time is too long even though the "maximum" setting was selected in the vehicle

One or several of the following Check Control (CC) messages may be displayed to the customer:

Note: The customer only sees the CC text in the vehicle displays. The ID code can be identified by the Key Reader.

CC message	ID code
Check charging cable	ID 802 or ID 808
Grid power too low	ID 803
Charging not possible	ID 804

Additionally, the following fault codes may be stored in the EME (electrical machine electronics) fault memory:

- 222833 - Charge management: CC message 803, grid power too low
- 222834 - Charge management: CC message 804, charging not possible
- 222842 - Charge management function: Fault during the charging procedure
- 222846 - Charge management function: Fault during the charging procedure

Cause

A fault when charging the vehicle can be due to various causes:

- The charging cable was not correctly plugged into the vehicle charging plug.
- The charging cable did not lock completely into position.
- The internal fuse (ground fault circuit-breaker) in the charging cable has detected a residual current and switches off.
- Voltage supply problems related to the charging infrastructure (public grid or customer home grid)

Note: When an under-voltage (below 90V AC) is detected in electrical power grid, the cable stops charging. The cable will try to restart after 5 minutes if grid voltage rises to at least 90V. During this under-voltage condition, the red "FAULT" LED will be displayed on the OUC control panel. This may result in "Grid Faults" to be stored in the vehicle.

To address this customer concern the OUC software (as of suffix 03 in the AI number, on the back label) has been upgraded with enhanced charging strategy.

Procedure

In the event of a customer complaint, refer to "B611918 Attachment 1 High Voltage Charging Cable troubleshooting guide.pdf"

Important warning for working on the high-voltage systems:

Only properly trained personnel, who have passed all applicable technical training courses, should perform any maintenance or repairs on any Hybrid or Electric Vehicle. Work performed by unqualified persons may result in severe injury or damage to the vehicle. Additional information is found in Repair Instruction 61 00... Observe safety instructions when handling electric vehicles.

Note: For more information, refer to the OUC manufacturer's Safety Guidelines recommendations (pages 4-9) in Second Gen. Occasional Use Cable Charger Manual.
See Link below.

Parts Information

Part Number	Description	Quantity
61 44 6 818 634	Standard cable/ Mode 2 charge cable/ Standard charging cable with temperature sensor	1

Warranty Information

Not applicable

Supporting Materials

[picture as pdf B611918 Attachment 1 High Voltage Charging Cable troubleshooting guide.pdf](#)

[picture as pdf B611918 Attach 2 Second Gen. Occasional Use Cable Manual.pdf](#)