

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

Change
Overview:

Revision	Date	Change
1	05/19/2023	▪ First publication
2	01/20/2026	▪ Action revised
3	06/02/2026	▪ Remedial action for on-board 3.6 kW AC charger (M-no. KB1) supplemented

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

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

Equipment: **3.6 kW on-board AC charger (m-no. KB1)**
7.2 kW on-board AC charger (l-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 (**E10105**)

and / or

- **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: **44.100.025** (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) | 7.2 kW OBC

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:	43.800.000 (or higher)
Type of control unit programming:	Control unit programming using the 'Campaign' function in the Additional menu on the Porsche Tester by entering a programming code.
Programming code:	E3S3U
Programming sequence:	Read and follow the information and instructions on the Porsche Tester during the guided programming sequence. During the programming sequence, the control unit is re-programmed and then re-coded automatically. Do not interrupt the programming and coding process. A backup documentation process for the re-programmed software releases starts once programming and coding is complete.
Programming duration:	Programming takes up to 8 minutes , depending on equipment.

Software programmed during this campaign:	▪ High-voltage charger Software release: 1192 (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'*

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:	43.800.000 (or higher)
Type of control unit programming:	Control unit programming using the ' Automatic programming ' function of the control unit: ' High-voltage charger ' control unit – ' Coding/Programming ' menu – ' Automatic programming ' function.

Programming sequence:	Read and follow the information and instructions on the Porsche Tester during the guided programming sequence. During the programming sequence, the control unit is re-programmed and then re-coded automatically. Do not interrupt the programming and coding process. A backup documentation process for the re-programmed software releases starts once programming and coding is complete.
Programming duration:	Programming takes up to 6 minutes , depending on equipment.
Software programmed during this campaign:	▪ High-voltage charger Software release: ▪ 7.2 kW OBC: 1192 (or higher) ▪ 3.6 kW OBC: 6127 (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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