

9 Troubleshooting and Service

9.1 Troubleshooting

The table below describes the most common faults when you operate the charging station. Contact Autel technical support if the fault encountered is not in this table.

Error	Error Code	Possible Cause	Solution
CP voltage abnormal	0x2037	It may be caused by signal interference, poor contact or software errors.	Perform remote restart or reset. If the fault persists, contact Autel technical support.
Communication error with the entire charging module group	0x3011	There is a problem with the module's address setting.	Power off the charging station and restart it.
Overvoltage	0x202D	The DC output voltage is above the upper limit of the vehicle or the rated voltage of the charging station during charging.	Stop the charge session and contact Autel technical support.
Communication error with the power control module	0x200E	The CCU does not receive messages from the ECU and the communication is timed out.	Perform remote restart or reset. If the fault persists, contact Autel technical support.
BMS communication error	0x2007	It may be caused by charging incompatibility.	Perform remote restart or reset. If the fault persists, contact Autel technical support.
Cooling fan abnormality	0x304A	Fan aged or damaged.	Power off the charging station and contact Autel technical support for repair or replacement of the fan.
Charging port electronic locking fault	0x2002	It might be caused by a vehicle-related fault.	Contact the vehicle manufacturer and Autel technical support.
CCU auxiliary power supply shutdown	0x202C	Sever power fault due to aged key components or lines.	Power off the charging station. Then locate the faulty component or line and contact Autel technical support for its repair or replacement.

Meter communication error	0x0001	Aged meter or line.	Stop the charge session and contact Autel technical support.
Insulation monitoring fault	0x2003	If it appears from time to time, it might be due to the vehicle or software error; if it appears frequently, there may be an aged key component.	Perform remote restart or reset. If the fault persists, contact Autel technical support.
AC contactor stuck	0x3008	AC contactor fault or line aging.	Power off the charging station and contact Autel technical support.
FPGA fault	0x3010	Controller fault.	Stop the charge session, power off the charging station, and contact Autel technical support.
CCU current sampling and module output current accumulation fault	0x3014	Charging module output or sampling fault.	Perform remote restart or reset. If the fault persists, contact Autel technical support.
Power distribution contactor sticking (charging possible)	0x3047	Contactor or sensor fault or line aging.	Power off the charging station immediately and contact Autel technical support.
Communication error on one charging module	0x3051	Abnormal charging module.	Contact Autel technical support to identify the fault, and then clear the fault or replace the module.
Fan fault with one charging module	0x305A	Abnormal charging module.	Contact Autel technical support to identify the fault, and then clear the fault or replace the module.
Inconsistent CCU voltage sampling and the module output voltage	0x305C	Abnormal charging module.	Contact Autel technical support to identify the fault, and then clear the fault or replace the module.
Insulation detection alert	0x2040	If it is a one-time problem, there is may be a falling object, and no operation is required; if it has occurred for several times, the connector cable may be damaged or there are foreign objects in the busbar.	Power off the charging station immediately and contact Autel technical support.

Charging station offline	0x9001	Communication error between gateway and the Autel Charge Cloud.	Check the network connection and OCPP configurations.
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9.2 Service

If you cannot find solutions to your problems with the aid of the table above, please contact Autel technical support.

AUTEL Europe

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