

Customer Complaint - "Cannot shift into 2nd gear": Further checks required (93/17)

Model Line: **Macan**

Model Year: **As of 2014 up to 2017**

Subject: **Porsche Doppelkupplung (PDK)**

Information: **In certain driving situations, the transmission only switches from 1st to 2nd gear at a significantly higher engine speed when selector-lever position "D" is engaged.**

Customers complain that the gear change is delayed and uncomfortable.



Information

In the event of a customer complaint, first check the following points:

- Visually inspect the transmission for leaks ⇒ seal any leaks that are found.
- Check ATF (transmission oil) level and top up if necessary.
- Work through the fault codes that are entered using "Guided Fault Finding" in the PIWIS Tester.

If **no fault codes** are entered, the **cause of the customer complaint** may be due to the following **technical reasons**:

The following situations can cause the behavior/symptom:

- The vehicle is driven **at high ambient temperatures**
- **for a long period of time at low speeds** (e.g. walking speed/stop-and-go)
- **mainly in 2nd gear** or
- frequent **hill starts are performed in quick succession.**

⇒ These **driving situations cause the transmission to switch to the "Hot mode" operating mode.**

⇒ **In this operating range**, the existing **cooling performance** (provided by the airflow while driving) is **no longer sufficient.**

⇒ A **changed shift strategy** reduces the **temperature of the clutches** and thus **prevents damage:**

After driving off in 1st gear, for example, the transmission only shifts into 2nd gear at a significantly higher engine speed.

⇒ **If a complaint is received**, the **customer must be informed** about this and about the fact that this is perfectly normal in this situation.

Invoicing:

APOS	Labor operation	I No.

For documentation using PQIS, enter the following coding:

Location (FES5)	37340	Porsche Doppelkupplung (PDK)
Damage type (SA4)	1127	cannot change gear

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