

Customer Complaint - Outside Temperature Value in Instrument Cluster Implausible: Does not change or slow to change (90/17)

Model Line: **Macan**

Model Year: **As of 2015**

Subject: **Outside temperature display in the instrument cluster**

Information: **Customers complain that the outside temperature value in the instrument cluster is implausible and does not change.**

The outside temperature value is only updated if the following requirement is met:

⇒ **The vehicle must be driven for at least three minutes at a speed of over 15 mph (25 km/h).**

Example scenario:

- The vehicle is parked in an underground parking garage for a long time (**over two hours**) for example. The outside temperature value corresponds to the ambient temperature in the underground parking garage.
- The vehicle is driven **out of the underground parking garage** and is then driven **immediately in "stop-and-go" traffic** or only at low speeds **under 15 mph (25 km/h)**.
- The **outside temperature value is not updated** and still **corresponds to the value in the underground parking garage**.

Technical cause:

⇒ **Due to the lack of airflow while driving** at low speeds, the **ambient temperature around the temperature sensor does not correspond to the actual air temperature** of the surrounding area.



Information

A customer complaint does not justify replacing components.

Please inform the customer that in this case, there is no defect. This method of calculating and displaying the outside temperature is characteristic of this system's design.

Invoicing: For documentation using PQIS, enter the following coding:

Location (FES5)	91680	Outside temperature sensor
Damage type (SA4)	4021	Incorrect signal

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