

**Customer Complaint - Air Conditioning Does Not Function At Times: Information on charge management (96/17)**

Vehicle Type: **Panamera S E-Hybrid (970/971) / Cayenne S E-Hybrid (92A)**

Model Year: **As of 2014**

Subject: **Air-conditioning system function**

Situation: **Customers complain that the air conditioning does not function at times or after starting it.**

The air conditioning does not turn on or is turned off if the state of charge of the high-voltage battery is very low and also if the battery is not sufficiently charged while driving.



**Information**

To **protect the high-voltage battery from damage**, the **air conditioning to the passenger compartment is turned off if the battery charge is low**.

The **state of charge of the high-voltage battery** can **drop below the limit value** under the following conditions:

- The high-voltage battery is not connected to a charging station and charged while the vehicle is parked up for a long time.
- The high-voltage battery is not sufficiently charged by the combustion engine while driving and too many electrical loads are switched on.

**Component protection** (technical principles):

- The cells of a **battery** will be **damaged if the battery is fully discharged**.
- **Component protection for the high-voltage battery** is activated as required to **prevent the battery from becoming fully discharged**.
- The value of **0% in the vehicle** (display on the instrument cluster) **corresponds to a real value of a remaining charge of 15% (customer SOC)**.
- The **value of 15% (customer SOC)** can be **displayed** using the **PIWIS Tester** ⇒ "High-voltage battery" control units ⇒ Actual values/input signals.

⇒ If the state of charge or the remaining charge in the high-voltage battery drops below this 15%, the air conditioning is turned off.

⇒ This **behavior** (electrical load is switched off) is a **component protection measure and does not constitute a defect or malfunction**.

⇒ Given this, **replacing or repairing components** will not resolve the issue and is **not justified**.

**Information for the customer:**

- There is a **technical reason** why the air conditioning turns off at times when the state of charge of the high-voltage battery is low (around 0% as displayed by the vehicle instrumentation).
- This protects the high-voltage battery,
- is **not a defect or malfunction** and
- **does not justify replacing components**.

⇒ This **behavior** can be **prevented by charging the high-voltage battery at regular intervals**, particularly **if the vehicle is parked up for a long time**.

⇒ Further **information about charge management** and the behavior of the high-voltage battery can also be found **in the Owner's Manual**.

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

Location (FES5)	87010	Air conditioning
Damage type (SA4)	1613	Does not function at times

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