

Emergency Release of the Charging Port Doors and Charger Handle

Vehicles Affected

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	All	Y1A	N/A	N/A

Revision History

Revision	Release Date	Changes
0	January 18, 2020	Original document

Customer Concern

This bulletin is to assist with the emergency release functions of the charge port doors and the charger handle. This is a supplement to the instructions in the owner's manual.

- In the event that the charger handle lock does not release, there is an emergency release cord.
- If one or both* of the charge port doors does not open, there is a procedure to remove the cover of the door.

* If the car is equipped with electric charge port doors, there is no reason to remove a door to charge the vehicle unless both charge doors will not open. With the passenger charge port door cover removed, the battery still can't be charged by DC charging.

If the car is equipped with manual charge port doors and the passenger charge port door will not open, DC charging is possible after the door is opened using the emergency procedure.

Service Information

NOTE: The Electric charge port doors and the manual charge port doors have very different emergency access procedures. The doors will be damaged if the incorrect procedure is used.

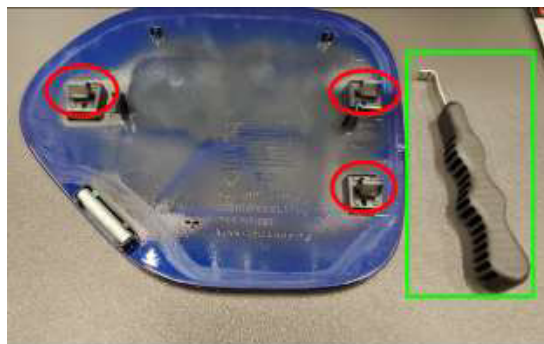


Electric Charge Port Door



Manual Charge Port Door

Emergency Removal of the Electric Charge Port Door Cover



The electric charge port doors are held in place by three retaining clips. There is a tool to aid with removing the door in the vehicle's tool kit. See pictures below:

- It is recommended that something soft such as a towel be placed below the charge door area when performing this procedure. This should reduce the likelihood of damage if the door cover is dropped.
- This procedure should not damage the paint if it is done properly. However, the use of masking tape is highly recommended if available.

Using the tool from the tool kit, carefully place tip behind the charge port door and carefully pull back towards yourself to disengage the clips. It may be easiest to start by disengaging the forward clip. Then, the upper rear clip can be disengaged with the tool. With only the bottom rear clip engaged, there is enough room grab the door cover to assist with disengaging the last clip. This also helps prevent the door from being dropped.



Disengaging the front retaining clip



Disengaging the upper rear clip



Using hand to support the door cover as the bottom rear clip is disengaged



View with charge port door removed. Note that the flap for DC charging terminals is still blocked by the door frame. Only AC charging is possible

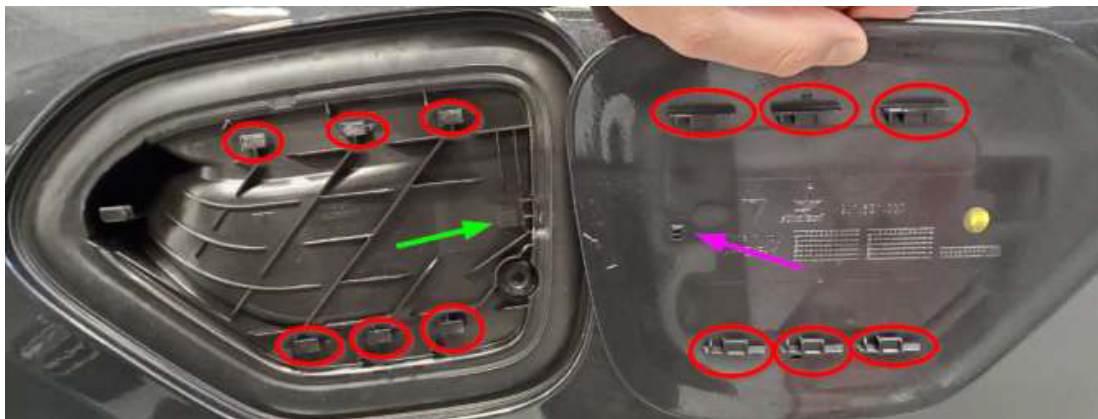
Emergency Opening of the Manual Charge Door

The procedure for emergency opening of a manual charge door is different and more difficult than the procedure for the electric doors. First, the charge door cover must be removed from the charge door frame. Then, an additional tool must be used to open the door.

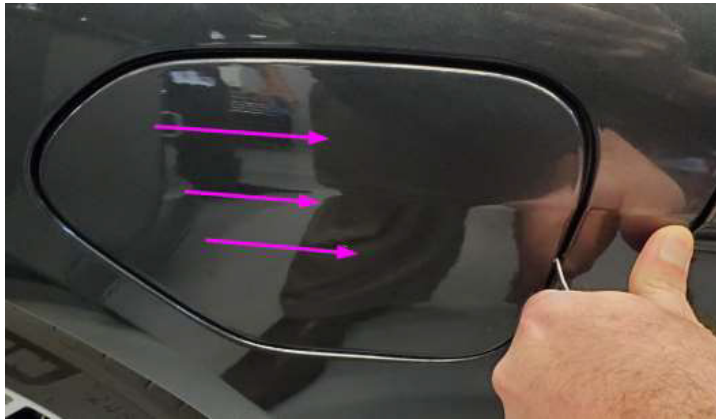
- It is recommended that something soft such as a towel be placed below the charge door area when performing this procedure. This should reduce the likelihood of damage if the door cover is dropped.
- This procedure should not damage the paint if it is done properly. However, the use of masking tape is highly recommended if available.

First, the manual charge door's cover must be removed. Using the special tool from the vehicle's tool kit, pull rear edge of door towards yourself. The rear of the door cover (painted part) will need to be separated slightly from the door frame. As you continue to pull back on the rear of the door cover, carefully slide the cover towards the rear of the car. Once the door cover has moved back about ½ inch, the cover is released.

Caution: If too much force is applied when pulling back on the door cover, the sliding lock tabs will likely break on the door cover and the door frame.



The picture above shows the inside of the door cover next to the inside of the door frame. When pulling back on the rear edge of the door cover, there must be enough clearance for the **tab on the door cover (pink arrow)** to slide over the **tab on the door frame (green arrow)**. Once the door cover has moved rearwards a small amount, it is no longer necessary to keep pulling on the door cover with the tool. The door cover can slowly be moved rearwards until the **sliding lock tabs (red circles)** have disengaged.



In the picture above, the special tool is used to gently pull back on the rear of the door cover. While this outward pressure is being applied, the door must be carefully slid towards the rear of the car.

NOTE: Although it is possible to do this without damaging the paint, the use of masking tape on the painted edges is highly recommended.

After the charge door cover has been removed, the door's latching pin must be disengaged from the door.



The plastic latching pin can easily be turned 90 degrees with a triple-square bit. If this is not available, the flat-head screwdriver from the vehicle's tool kit can be inserted to rotate the pin. Once the pin has been rotated, the charge port door can be opened fully.

Emergency Release of the Charging Handle

While the vehicle is charging, a locking pin is engaged to keep the charging plug handle from being removed. If this locking mechanism fails to release after charging has ended, the charging handle can't be removed from the vehicle. There is an emergency release cord for both charge ports to release the locking pin. The release cord is located in the A-pillar area and can be accessed when the driver or passenger door is open.

Note: Even if the locking pin releases properly, the charging handle may still be difficult to remove at times. If the locking pin has a problem and does not release, the button on the charging handle can't be depressed. If the button on the charging handle can be depressed normally, then the plug may simply require more force for removal.



In the picture above, the emergency release is shown. This is black circular object above the door hinge.



Pull back on the release cord with a medium amount of force. When the lock pin is releasing, there will be an increase in resistance for approximately one inch of travel. After it stops moving, the plug's lock is released and the charging handle can be removed. If the chord stops without any change in resistance, the locking pin was likely disengaged already. **Do not keep pulling and break the chord.** Once finished, the release chord can be manually fed back into its normal location.

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