

Helping Customers with Comfort Access and Extending Door Handles

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911 Carrera	As of 2020	992	N/A	N/A
Taycan	As of 2020	Y1A	N/A	N/A

Revision History

Revision	Release Date	Changes
0	August 26, 2020	Original document

Condition

The customer may complain about Comfort Access not working consistently. The complaints may include reports of the door handle not extending as expected while the key is present (in the user's possession).

Technical Background

This document provides guidance for addressing Comfort Access usage difficulties where there is no technical defect. In these cases, the user may be misusing the system unknowingly. Educating these customers will shape their expectations, improve their experience, and reduce unproductive workshop visits.

Part A – Helpful information and tips for locking and unlocking using Comfort Access

- The Comfort Access system uses capacitive sensors integrated into the door handle to detect the approach and the presence of a hand. The user should only use his/her hand (or possibly fingers). The user should not use other objects (e.g. a mobile phone, a purse, a hip).
- The user should **place** his/her hand (**do not swipe**) in the environmental electrode sensor field or the unlocking electrode sensor field to actuate the desired function (see figure 1). That is to say, the user should not continue to move or wave his hand or rub the door handle surface when trying to actuate Comfort Access. Once the user's hand is in the designated area, it should remain reasonably still.

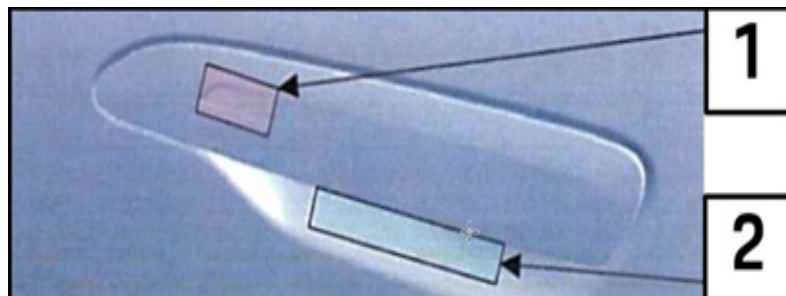


Figure 1 - Sensor field areas

1. "Environmental electrode" sensor field (for locking)
2. "Unlocking electrode" sensor field (for unlocking)

- The user should be careful not to touch any other surfaces or parts of the door handle during a Comfort Access attempt. If the user errantly touches other surfaces **prior** to actuation, this may temporarily disable Comfort Access and force the user to try again.
- Contact with the door handle or surrounding surfaces is not necessary. The system can sense the user's hand if it is within 2-3 mm of the sensor field.
- After locking the vehicle, the Comfort Access system intentionally disables its unlocking for two seconds. This prevents unwanted toggling and is not a defect.
- The user can use the vehicle's lighting and audible feedback as a clue to the status of locking and unlocking.

Part B – Helpful information and tips for actuating the extendable electric door handles

For vehicles with Keyless Go (standard feature)

- The door handles extend electrically when unlocked via the radio remote control. If no door has been opened, the door handles retract again automatically after about 12 seconds.
- The handles remain extended as long as a door or hood is open.
- The handles retract again after 12 seconds when the doors/lids are closed.

For vehicles with Keyless Entry and Go (standard feature on Turbo models, optional otherwise)

- When the capacitive door sensors are touched from the underside of the door handle, the central locking system is unlocked and the handles are extended. The proximity sensor must not be touched at the same time at the front of the door handle. The vehicle key must be in the detection area of the door to be opened.
- The handles retract electrically 12 seconds after closing the doors and lids.
- The handles generally extend electrically when unlocking via the radio remote control.
- To temporarily deactivate the comfort access, simultaneously press the open and close buttons on the driver's key. The indicator light on the driver's key lights up for a long time to confirm deactivation. After repeated opening of the vehicle with the radio remote control, the comfort access is active again.
- The handles retract after 12 seconds when the doors/lids are closed, even if the key is inside the vehicle.

Service Information

In these cases, there is no technical defect and no need for repair procedures. Please help the customer to understand the system and its design.

Additional Information

For additional information, please see (1) the Owner's Manual under the heading "Central Locking" and (2) the 992 SIT section "9.3.3 Vehicle access systems."

Search Items

door handles, automatic, retract, extend, KESSY, auto

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