

Complaint - Discharged 12-Volt Battery After Charging the High-Voltage Battery (209/20)

Model Line: **Taycan (Y1A)**

Model Year: **As of 2020 up to 2021**

Concerns: **Discharged 12-Volt Battery**

Information: **The 12-volt vehicle electrical system battery may be discharged in conjunction with the high-voltage charging process on Taycan vehicles. This is caused by the fact that the communication between the high-voltage charger and the vehicle is maintained under certain conditions. This results in increased current consumption of the 12-volt battery.**

Date of Introduction: A software solution is currently being developed and is expected to be available in the first quarter of 2021.

Action Required: In the meantime, to avoid discharging the 12-volt battery during the high-voltage charging process, observe the recommendations described below and inform the customer if necessary.

Recommended Action:



Information

When possible, disconnecting the high-voltage charger from the vehicle after the charging process is completed will greatly reduce the likelihood of errors and a discharged 12V battery. The vehicle can be used for several trips and several days without recharging, so it is not necessary to connect the vehicle to charging hardware every night due to range anxiety, for example.


The recommended actions described here depend on the individual usage and equipment of the relevant vehicle.

Action 1: Deactivate the Power Line Communication (PLC) of the Porsche Mobile Charger Plus / Porsche Mobile Charger Connect via the web application using the internet browser of a PC, tablet or smartphone. This can only be performed through the "Service User" login. Please also observe the relevant section in the charger operating instructions. A quick tutorial can be found at <https://www.porsche.com/usa/about-porsche/e-performance/service-and-support/> by selecting Tutorials, then Mobile Charger Connect or Connect Web Application.

Additional information on connecting to the Service User can be found in 9981 ATI Porsche Mobile Charger Connect Diagnosis and utilizing the Web Application.

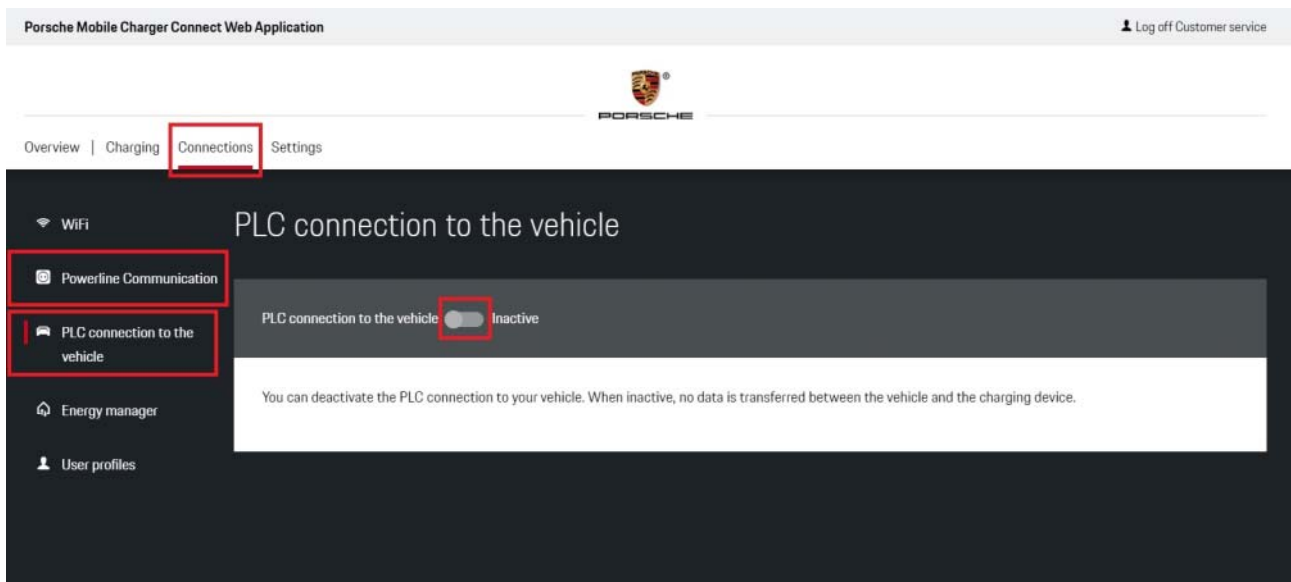
Instructions on disabling PLC are provided in another section at the end of this document.

NOTE: PLC is primarily used in conjunction with the optional Home Energy Management System (HEMS) offered by Porsche. The HEMS is not available in North America at the time of this publication. Therefore, deactivating PLC does not change the basic functionality of the charging hardware.

- Action 2: Do not use the 'Preferred Charging Times' function of 'Profile charging' (e.g. night charging, 12:00 - 6:00 am). Under certain conditions and charging power levels, this can cause an error in the charge time calculation, resulting in increased vehicle electrical system consumption.
- Action 3: An active "charging with timer" function requires repeated communication between the charging hardware and the vehicle. This communication may result in a discharged 12V battery.
- If the customer wishes to use the 'Charging with timer' function, advise to keep the target charged time to less than approximately 72 hours. For example, advise avoiding use of the timer function if the vehicle is to be parked for several days or more.
- Action 4: Instruct customers to wait until the charging process is confirmed by the vehicle after connecting the charging cable. A confirmed charging process is indicated by a green or blue light around the release button at the vehicle charge port. A red light (image 1) indicates an error has occurred. If a charging error is indicated, please start the charging again and confirm normal vehicle operation.
- Please also refer to the relevant section in the Owner's Manual under 'Charging the high-voltage battery' - 'Charging and locking status display on the vehicle charge port'.
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- Charge port light*
- Action 5: If customers require emergency charging on 120 volt supply equipment, ensure the charging current is set to no less than 8 amps to prevent vehicle communication errors. Refer to Advanced Technical Information (ATI) #2004, "Y1A - Adjust Charger to 8A When Using 120V System"

Deactivating PLC

- 1 Log into the Mobile Charger Connect Web App as a Customer Service / Web Tech User. Reference ATI 9 2016 "Porsche Mobile Charger Connect Diagnosis and utilizing the Web Application" for further information
- 2 Select "Connections" - "PLC connection to the vehicle"
- 3 Switch "**Powerline Communication**" and "**PLC connection to the vehicle**" to "**Inactive**"
- 4 Verify normal functionality of the charging hardware when connected to the vehicle. The time required to start charging after plugging in will likely improve with deactivation of "PLC Connection to vehicle" (from 45 seconds to 5 seconds, for example)



Deactivating PLC in the Web App

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