

**Taycan with 22kW OBC: Charging Start Error at Electrify America DC Chargers**

**Vehicles Affected**

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2021	Y1A	N/A	KB4 "19.2 kW On-Board Charger"
Taycan CUV	As of 2021	Y1B	N/A	KB4 "19.2 kW On-Board Charger"

**Revision History**

Revision	Release Date	Changes
0	September 16, 2021	Original document

**Condition**

Customers driving a 2021+ Taycan, equipped with the optional 22 kW On-Board Charger (OBC)(I-Nr. KB4, marketed as "19.2 kW On-Board Charger") report the vehicle will not charge at Electrify America DC charging stations.

The customer may see the charging kiosk displays "Charging start error", and may note error code "42\_00H\_00". Further discussion with the customer should confirm the error only occurs at select Electrify America sites, that use DC chargers from hardware supplier Signet (see Figures 1 and 2).



Figure 1



Figure 2

### Technical Background

Charging hardware and plug-in hybrid & electric vehicles initiate communication through a pulse-width modulation (PWM) signal on the control pilot (CP) line. The PWM signal of Signet charging kiosks may intermittently fall outside the signal range defined in certain 22kW OBC software versions.

### Service Information

Revised OBC software (version 1256) is available in PIWIS Tester III v40.475.060 (or higher), released on August 27, 2021. The campaign code and work procedure to re-program and update the OBC is available through PCNA AfterSales on a case-by-case basis.

Please document the customer complaint in PCSS together with a new Vehicle Analysis Log (VAL), then submit a Technical Request for Technical Support via PRMS.

This ATI will be updated if new information is available, or replaced when a market-wide Technical Information (TI) is published.

### Warranty

Warranty work must be documented per standard policies and procedures.

Part ID 2797 – High-voltage charger | Symptom 1134 – Programming error

### Search Items

On-board charger, OBC, 22kW, 19.2kW, signet, Electrify America, DC, 42\_00H\_00

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