

Unexpected Behavior from Placing Items on Center Console Control Panel at Start Up

Vehicles Affected

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	2020 - 2022	Y1A	N/A	N/A

Revision History

Revision	Release Date	Changes
0	January 24, 2020	Original document
1	February 4, 2020	Terminal 30 reset, if necessary
2	October 12, 2021	Extension of Model Year

Condition

The customer may report a number of varied unexpected behaviors, ranging from open trunk and fuel doors to wild climate settings to multimedia control malfunctions.

Technical Background

If the user starts the Taycan while a wallet, smartphone, or other object is positioned on the 8.4-inch center console control panel, this could cause the controls that are housed in the display to seem to malfunction once the object is moved or removed.

In its startup routine, the center console control panel calibrates itself and zeroes itself according to its current state. Any object lying on the control panel disrupts this calibration and the system expects that continuous weight. When the object is removed, the control panel interprets this as a command (perhaps multiple, simultaneous, sustained commands).

There are reports of:

- The PCM volume being set to maximum when the driver exits the vehicle.
- The vehicle remaining awake for longer than expected (which puts the battery state of charge at risk).
- The alarm system engaging unexpectedly.

There are many other ways this condition could manifest itself.

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Service Information

This is not a technical defect.

Even so, the customer's behavior could cause certain vehicle systems to appear faulty. Please use this information to understand difficult to repeat and difficult to diagnose issues that relate to the center console control panel. Please also consider this information when discussing such issues with the customer. Where appropriate, inform the customer of the potential for these conditions, based on what you perceive.

To reestablish normal behavior and reset this condition, shutdown the vehicle, lock it, and allow it to rest for several minutes. Upon restart, the center console control panel should recalibrate. If this condition persists, perform a terminal 30 reset on the vehicle.

Search Items

Lower display; climate; armrest; spike; ghost; phantom