

Malfunction of Left or Right Power Supply Flap (Charge Port Door): Observe Specified Procedure (186/24)

Modifications overview

| Release | Date | Modification |
|---------|------------|--|
| 0 | 12/10/2024 | First publication |
| 1 | 04/07/2025 | Check fault memory added in section "Checking left and right charge port door" |

Model Line: **Taycan (Y1A/Y1B/Y1C)**

Model Year: **As of 2020**

Equipment: Electric charge port door (**M-no. 2W9**)

Concerns: **Power supply flap (charge port door)**

Cause: **The customer complains that the charge port door cannot be opened/closed or does not open and/or close completely.**

The warning message "Charge port door impaired on the left" or "Charge port door impaired on the right" is displayed on the instrument cluster and the vehicle cannot be charged.



Information

Taycan vehicles are equipped with the "cross-lock" safety function.

This safety function automatically locks the opposite charge port door when a charge port door is opened, so that only one charge port door can be opened at a time.

For this reason, it is possible that a malfunction of the left charge port door may lead to the warning message "Right charge port door impaired" in the instrument cluster and vice versa. As a result, both charge port doors must always be checked for possible malfunctions.

Action: If there is a customer complaint, even if only one charge port door is displayed as faulty, **check charge port door on the left and right.**



Information

In addition to this Technical Information (TI), a checklist was created in which the work performed must be documented. After repair, this checklist must be attached to the process in PCSS.

You will find this checklist under the title "5540 - Checklist for TI 186/24" in the information medium TI - Technical Information, Main Group 5 - Body.

**Information**

The replacement of the high-voltage charger (OBC) is not expedient in this complaint and can be charged back in the event of an unauthorized replacement.

Required parts if necessary**Information**

No parts are required for checking the left and right charge port doors.

Parts Info:

| Part No. | Designation – Location of use | Quantity |
|--|--|-----------------|
| Parts required if a servo motor of the charge port door must be replaced. | | |
| PAD959774A | ⇒ Actuator for charge port door | 1 piece |
| 9J1898352J | ⇒ Repair kit for pan head screw 3.5 x 20 – Screws for the power supply flap motor to the power supply flap module | 1 piece |
| Required parts if a charge port (module) must be replaced. | | |
| 9J1821941H | ⇒ Charge port – left | 1 piece |
| or | | |
| 9J1821942H | ⇒ Charge port – right | 1 piece |
| PAF008485 | ⇒ Hexagon flange bolt M6 x 12 – Door hinge | 2 pieces |
| PAF912032 | ⇒ M8 x 22 countersunk screw with internal serration – Door arrester to body | 1 piece |

Required tools

Tools:

- **P90999 - PIWIS Tester 4**
- Battery charger with a current rating of **at least 90 A**, e.g., **VAS 5908 - 90 A battery charger**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charge battery and vehicle electrical system'*
- Torque wrench, 2-10 Nm (2-8 ftlb.), e.g., **V.A.G 1783 - Torque wrench, 2-10 Nm (2-8 ftlb.)**
- Torque wrench, 6-50 Nm (4.5-37 ftlb.), e.g., **V.A.G 1331A - Torque wrench, 6-50 Nm (4.5 - 37 ftlb.)**

Additional tools required if a charge port (module) must be replaced:

- VAS 6935 - Pole terminal puller
- VAS 6883A - Insulated tool set
- VAS 6786 - Warning sign (warning of dangers associated with batteries)
- VAS 6558/9-6A - High-voltage test adapter
- VAS 6558A - High-voltage testing module
- VAS 6558A/27 - Set of Kelvin clamps and test probes
- T40262 - T40262 - Locking cap
- VAS 6558A/30 - High-voltage measuring adapter
- VAS 6410 - Contact surface cleaning set

Additionally required country-specific high-voltage test adapters must be independently researched using the current Workshop Manual.

Check left and right charge port door

Work Procedure:



Information

Preconditions for the function test:

- Parking lock and parking brake activated
- Left and right charge port door closed
- Vehicle is unlocked
- The driver's key is in the immediate vicinity of the vehicle
- No readiness for operation established

- 1 Check and evaluate function of the left **and** right charge port door.

| Assessment | | Action |
|------------|---|--|
| (✓) | Left and right charge port door opens and closes properly. | Function of the charge port door is OK. End of action. |
| (✓) | Left and right charge port door opens and closes properly. The customer can prove the complaint, e.g., by video. | Continue with Step ⇒ 2. |
| (x) | Charge port door does not open and close. or Charge port door remains half open/closed. | Continue with Step ⇒ 2. |

- 2 Connect and switch on the battery charger.
⇒ *Workshop Manual '270689 Charge the battery/vehicle electrical system'*
- 3 Place the original remote control in the emergency start tray.
- 4 Connect the **P90999 - PIWIS Tester 4**, establish readiness for operation and start the diagnostic application.
- 5 Create vehicle analysis log (VAL) and return it using **P90999 - PIWIS Tester 4**.
- 6 Read out the fault memory and check for relevant fault memory entries in relation to the charge port door.

| Assessment | | Action |
|------------|---|---|
| (X) | One/ several relevant fault memory entries are stored in relation to the charge port door. | Process all fault memory entries using guided troubleshooting. End of action. |
| (✓) | No relevant fault memory entries are stored in relation to the charge port door. | Continue with Step 7. |

- 7 Establish bus idle for **at least 5 minutes** on the vehicle.
For this purpose:
 - Disconnect the battery charger
 - End the diagnostic application. End readiness for operation. Disconnect **P90999 - PIWIS Tester 4** from the vehicle
 - Lock the vehicle
 - Place driver's key outside the frequency range of the vehicle
- 8 Unlock vehicle and check function of the left and right charge port door.
To do this, open and close the charge port doors **twice** via the center console control panel and **twice** via the touch-free opening/closing sensor.



Information

Preconditions for the function test:

- Parking lock and parking brake activated
- Left and right charge port door closed
- Vehicle is unlocked
- The driver's key is in the immediate vicinity of the vehicle
- No readiness for operation established

| Assessment | | Action |
|------------|---|--|
| (✓) | Left and right charge port doors function properly after bus idle. | To prevent repeat repairs, replace both previous servo motor charge port doors with servo motor charge port doors with new component status. ⇒ Workshop Manual '554019 Removing and installing electrical power supply flap (motor)' End of action. |
| (✗) | Charge port door on the left or right does not work properly after bus idle. | Continue with Step ⇒ 9. |

- 9 Check electrical lines and plug connections of the charge ports, servo motors for charge port doors and the high-voltage charger.

High-voltage lines and their plug connections are not tested.

| Assessment | | Action |
|------------|--|---|
| (✓) | Electrical lines and plug connections on the components are OK, but the function of the charge port doors is not given. | Replace both electric power supply flaps (module). ⇒ Workshop Manual '554055 Replacing electric power supply flap (module)' End of action. |
| (✗) | Electrical lines or plug connections on the components are not OK. | Repair damaged electrical lines or plug connections. End of action. |

Labor position and PCSS encryption

Labor position

| APOS | Labor operation | I No. |
|----------|---|-------|
| 55400240 | Check power supply flap | |
| 55409590 | Troubleshooting power supply flap | |
| 55401913 | Replacing electric power supply flap (engine) left | |
| 55401914 | Replacing electric power supply flap (engine) right | |
| 55405501 | Replacing electric power supply flap (module) left | |
| 55405502 | Replacing electric power supply flap (module) right | |

PCSS encryption:

| | | |
|-------------------|-------|------------------------------|
| Location (FES5) | 27960 | Charging socket |
| Damage type (SA4) | 1613 | temporarily without function |

PCSS encryption:

| | | |
|-------------------|-------|------------------------------|
| Location (FES5) | 55400 | Power supply flap |
| Damage type (SA4) | 1613 | temporarily without function |

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