

Insufficient or Imperceptible Heating Output in the Passenger Compartment: Observe Procedure for Fault Diagnosis (35/25)

Change overview

Revision	Date	Change
0	05/23/2025	▪ First publication
1	03/04/2026	▪ List of relevant fault memory entries adapted.

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

Model Year: **As of 2020**

Concerns: **Passenger compartment heater electric**

Information: **The customer complains of a lack of or imperceptible heating output in the passenger compartment.**
As a result, the electric passenger compartment heater is often unjustifiably replaced.

Cause: However, the fault is often caused by malfunction in the air-conditioning or high-voltage system and is not caused by a defect in the electric passenger compartment interior heater.
Insulation faults, short circuits and other faults in the high-voltage system, as well as malfunction in the air-conditioning system, can lead to the safety shut-off of the electric passenger compartment heater.

Action: If there is a customer complaint, as well as before replacing the electric passenger compartment heater, review the air-conditioning and high-voltage system for existing faults and process and rectify them using guided troubleshooting.

**Information**

The electric passenger compartment heater must only be replaced if any of the following fault memory entries in the thermal management control unit (J1024) are present:

- **B182C04** - "Electric passenger compartment heater (HV-PTC), internal fault"
- **P2D3800** - "Low-temperature circuit for high-voltage battery, heating power too low"¹
- **B182CF2** - "Electric passenger compartment heater (Z189) - 12 V electronics, current too high"

Or if the following fault memory combination is present:

- Gateway control unit: **U112300** - "Data bus, received fault value" (**FF0063**)
with a fault frequency of more than 100 (fault frequency counter) **and**
- High-voltage DC charger booster control unit: **B16CE00** - Control unit, reset

For all other fault memory entries, a test of the air-conditioning and high-voltage system is necessary.

¹ The electric passenger compartment heater may only be replaced in the event of this fault if there are no other fault memory entries in other control units at the same time.

PCSS encryption

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Location (FES5)	82800	Electric passenger compartment heater
Damage type (SA4)	1611	not functioning

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