

Advanced Technical Information

92A, 970

1705 8734

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Binder - Advanced Technical Information

High-Voltage Battery with Low State of Charge Disallows Air Conditioner

Vehicle Type: **Cayenne S E-Hybrid (92A), Panamera S E-Hybrid (970)**

Model Year: **2015 - 2017**

Customer Concern: The customer reports that the air conditioning does not function as expected. The blower circulates warm, unconditioned air. The customer often observes this behavior at the beginning of a drive cycle, after the vehicle has been shutoff for more than a few minutes. The customer also may not have the habit of charging the high voltage battery regularly.

Technical Concern: Porsche designs plug-in hybrid vehicles to protect the health of the high voltage battery. One way the vehicle does this is by disabling high electrical load features when the high voltage battery has a low state of charge.

Anytime the high voltage battery state of charge is low, there is a possibility that the vehicle will disallow air conditioner function until the vehicle has recharged the battery to a sufficient level. This is **not a defect**.

The driver can monitor the high voltage battery state of charge using the gauges in the instrument cluster and the PCM. A reading of '0%' or '0 bars' indicates that conditions exist where the vehicle may soon disallow the air conditioner.

Note: The PIWIS tester shows the high voltage battery state of charge measurement using a different scale than what the driver sees. When using the PIWIS tester, a reading of 15% is equivalent to 0% on the instrument cluster.

Also note: The vehicle rarely achieves a state where it disallows the air conditioner. However, this may occur more frequently when the driver parks the vehicle with low high voltage battery state of charge, especially in hot weather or for a long time without charging.

Service Information: Because this behavior is a purposefully designed characteristic of the hybrid system and is not caused by a defect, there is no repair. Please encourage the customer to plug in the vehicle regularly and charge the high voltage battery.

As always, be sure to document the complaint completely in PQIS. For this repair, use the following coding for the cause:

Cause Location: 87340 Compressor
Cause Symptom: 1611 No function

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