

Battery Maintainer is Ineffective When Vehicle Sleeps

Attention: **Service Personnel**

Vehicle Type: **Boxster/Cayman (981, 982), 911 Carrera (991)**

Model Year: **2014 - 2017**

Customer Concern: The customer reports that the Porsche Tequipment battery maintainer does not trickle charge the 12 V starter battery. The battery voltage becomes too low to start the vehicle.

Technical Concern: By design, the vehicle gateway allows certain vehicle features to time-out, in stages. This allows the vehicle to sleep. One feature that can time-out is the 12 V DC power point (cigarette lighter) in the center console area. One of the recommended methods of using the battery maintainer is to plug the battery maintainer into this power point. If this power point becomes disabled, it will not allow current flow from the battery maintainer to the vehicle, the vehicle battery will not trickle charge, and the battery maintainer will eventually shut off.

Service Information: It is recommended that the customer A) locks the vehicle door when leaving the vehicle after setting up the battery maintainer or B) directly connects the battery maintainer to the recommended battery charge points using optional alligator clips.

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

Cause Location: 09060 Battery charger

Cause Symptom: 9731 Other

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