

TAYCAN EXPERIENCE—May 2023 – December 2024—v 2.4

*WHY THIS TRACKER WAS COMPILED: All complex software has bugs. As owners and drivers we are tolerant of the need to reboot once in a while, or the occasional wonky display. But there are more bugs in the Taycan than customers expect, certainly at this price point, and some have alarming consequences (literally in the case of the alarm that will not stop!). **A new Porsche should not require breakdown service 3-4 times within its first 25,000 miles.***

Taycan has fabulous roadholding, but hardware engineering is no longer sufficient: the software has to be solid too. It is unknown whether Porsche are even tracking many of the bugs that cause irritation (or even disable the car entirely) and “fix themselves” after a long sleep with no evidence found in the logs by OPCs. Hence this tracker.

The stability of the Taycan fleet must be improved if Porsche is to retain its reputation for quality and if there is to be any slowing of the rapidly-spiralling Taycan depreciation. We have low confidence that Porsche is actively addressing software issues; nor are they providing any ongoing improvements to the existing fleet in the way users of modern digital products expect. Almost no over-the-air updates have been issued—unlike our phones, our other cars, our TV ... even our oven receives quarterly updates. OPCs have little information about known bugs and no information about release schedules. And many OPCs are overwhelmed, with 3-8 week waits for appointments.

*Note that **most of these issues have been experienced by other customers** around the world and reported in online forums—indicated “Y” in the fifth column of the table.*

Severity (5=high)	Issue	Type	Times for me	Noted by others?	Resolution	Fix in fleet confirmed?	Impact
5	Yellow electrical failure message followed by unable to drive	Hardware issue	1	Y	Car towed to dealer. 22kW charger replaced (seems a common failure point)	N	Could not drive until loan vehicle delivered
5	DC charging failed at >3 different networks after a first successful charge on a road trip, leading to the car being stranded	Bug	1	Y	Vehicle towed home. Eventually reset itself overnight. Nothing in logs when inspected by dealer. Assumed to be a temporary software error	N	Cost me £240 in taxi fares and a huge amount of stress, as we were stranded on our way to the airport
5	Alarm sounding continually as soon as car locked, even when interior sensor disabled.	Bug	1	Y	Nearly had car towed, but error resolved by leaving car unlocked (door open) for several hours. Dealer could not find any fault so assumes this is a software bug	N	Extremely stressful; and car was at risk of theft (unlocked for two hours in a dark car park in central London!)
5	Red “Electrical Fault” error and “12V battery low” error after car was parked for just 9 days in cold but not arctic weather (-1 degree C). Car undriveable. App erroneously reporting car as unlocked.	Hardware failure; poor design	1	Y	Porsche Assist called and recharged the 12V battery then instructed us to sit in it for 2x30 mins while 12V recharges. 6 hour wait for assistance. OPC says if they are to investigate, the next loan car is in two months’ time.	N	Could not drive. 12V should recharge itself 8x from the big battery when needed. It is unclear whether/when this happens. Quite a few other owners had the same problem this winter.
4	Timer failed to trigger at specified time, causing car not to charge to requested level overnight	Bug	10+	Y	Not resolved. Works sometimes. We no longer trust the car to be at expected charge in the morning	N	Unreliable timer = unreliable charging = unreliable car
4	Preheating added to schedule an hour or so before trip did not trigger on time even though shown in car	Bug	5+	Y	Not resolved. We now manually turn on pre-heating 15 mins before driving	N	Cold car. We simply can’t rely on timers to do what they are supposed to do.
4	Rear wiper blade fell off while on a motorway	Hardware issue	1	Y	Replaced under warranty	N	-

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4	“Dipped beam converted” message every time car was started after returning from France to UK	Bug	1 (daily for several weeks)	N	Unknown whether this has been resolved. Dealer could not find fault. Eventually it went away.	N	Unclear whether this was just a message or the headlights were misaligning each day
4	Car status shown incorrectly in app as “Updated”, combined with warnings eg windows open	Bug	50+	Y	Resolved in 2024 by new version of app, which now shows whether or not the car status has been updated recently	Y	Repeatedly raced to the car in the rain only to find the windows were not actually open as shown!
4	Recall: PCM Control Unit reprogramming	Bug	1	Y	Required dealer during service visit. No online/remote update despite the car being advertised with this feature	Y	Needed to keep car overnight
4	Recall: Heater replacement	Hardware issue	1	Y	Car recalled to dealer. Very glad it was recalled proactively.	Y	Needed to keep car overnight
4	“Recall”: Battery monitoring	Hardware possibly issue	1	Y	Being monitored by Porsche	N	No real impact personally (yet?), but social media is ablaze with confusion which damages brand
4	After opening driver door on a frosty morning, window goes bang-bang-bang until car is locked again	Design issue	2	N	Warm water seemed to fix this but what if I’m not near a warm water supply?	N	Could not drive until window defrosted
4	“Instrument cluster defective”, “Vehicle lighting fault” and “Instrument Cluster Sound Failure”	Bug	3	N	Dealer unable to find a fault	N	Appears to be a software fault as it has not recurred
4	Recall: Brake cable	Hardware issue	1	Y	Car recalled to dealer	Y	Fixed although there are now very long delays at dealers due to the number of recalls, eg 2 month wait for a loan car
3	Plug-and-charge spontaneously stopped working, cannot re-enable (option greyed out)	Bug	1	Y	Eventually resolved by dealer doing reset of car, which caused loss of other settings. Apparently there may now be a software fix for this?	Y ?	Could not use plug and charge for a month or more
3	“Automatic light control fault”, “Camera system restricted” and “WBA restricted”	Bug	1	N	Assumed to be due to fog restricting camera view. Car supposed to say that, but this time it gave these three more worrying messages instead	N	Slight panic due to incorrect error messages while driving
3	Bundle of error messages saying that automatic emergency braking is not available, “camera system restricted” and other things	Bug	2	Y	Can be caused by dirty sensor but my car had been cleaned and all was OK until this batch of errors. Cleared by parking and driving off again.	N	Slight panic due to incorrect error messages while driving

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3	Navigation system– traffic info stopped arriving for >2 hours, no error message. Also satellite view broken.	Service failure	1	Y	Determined to be “planned maintenance” on Porsche servers (in middle of working day!), incident eventually resolved but still no fix for poor error handling in car	N	Lost traffic information during a motorway journey in Germany: 3 hour delay to trip which would have been avoided. Spent time trying to diagnose/ reboot car when I should have received a message saying servers were out of action
3	Vehicle claims to be in privacy mode when it isn't. Stays in privacy mode until physically unlocked. Seems to happen when the app has poor connectivity (eg used on a train).	Bug	10+	Y	Restores once we open the car. However this “false privacy mode” does not automatically restore when the app has better connectivity.	Unsure (may be better with newer app)	Can't do anything with the app (eg preheat) once this has happened.
3	PCM goes blank or hangs until rebooted	Bug	3+	Y	Restored by 2-finger reboot	N	Frustrating when it happens during driving
3	Navigation freezes while “calculating charging plan” and never returns	Bug	5+	Y	Restored by 2-finger reboot	N	-
3	12V loses charge when car is left unattended for a long time.	Bad design choice	Permanent	Y	This is a (poor) design choice by Porsche: the 12V is not topped up from the main battery until the car is started (vs Tesla continually refilling 12V)	N	Longer vacations risk car being undriveable on return despite being plugged in and high charge level on main battery
3	No easy way to say “charge the car to x%”. Setting a timer is fiddly and complex. Most users are confused.	Bad design choice.	Fixed in newer Taycan but not rolled out to older model	Y	User experience is overcomplicated for the simple task of telling it when to stop charging. For example: Profile says 85%, preferred charging 0000-0700. By 0700 it is at 100%. Solution appears to be to additionally set a timer for 0400 at 85%. This is counterintuitive to say the least.	N (not rolled out to this model)	Lots of questions from owners about this exceptionally stupid design which is almost impossible to understand let alone explain. This is a daily task and it should not be so hard! The simpler control in the new Taycan should be rolled out to the whole fleet.
2	On Netherlands highways (national limit 100 km/h during day), Innodrive repeatedly (every minute or two) announces it plans to change speed to 130. Then it increases speed by 2 km/h before returning to 100 again.	Bug	1+	Y	Not known to be fixed (haven't been back to NL to check)	N	Irritating but not a safety issue. Some owners have turned Innodrive off to stop this problem

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2	Unclear service specification combined with profiteering by some OPCs leads to confusion about service pricing. First service quote varies from £400 to £1500 (!) depending on how the OPC interprets the need for “drain checks”	Unclear specification by Porsche; Bad design which requires expensive drain checks	Every service	Y	“Drains checks” are being added to service specifications at costs of £0 to £1000 (yes really). It is unclear whether this is Porsche’s intent. Owners are being told that this is “optional but if you don’t do it your warranty will be voided”.	N	Much discussion on online forums about this. Smells of some OPCs blackmailing customers with threats about warranty exclusions, which is inconsistent with Porsche’s brand expectation. Requires clear direction from Porsche, plus attention to the hardware issues involved. It should not cost £500-£1000 to unblock a little drain in a vehicle!
2	Porsche online access becomes unavailable temporarily due to a server failure or scheduled maintenance; app misbehaves with no information to tell whether there is a server outage	Bad service design and app bug	5x Including one multi-day outage	Y	Not resolved. In line with good practice for any online service, Porsche should operate an independent service status website so users can see whether a problem is in their car or the back-end servers. Also the app needs to handle server failures gracefully, eg explain to the user what is happening.	N	Lots of confusion with owners posting on forums etc while the community works out this is a server failure not a car problem; Porsche UK helpdesk does not know about outages and is unable to provide immediate guidance
2	If you park the car overnight on a road trip (eg at a hotel) and plug in to charge, but have tomorrow’s destination entered, the car decides not to charge at all—instead it plans a long stop first thing the next morning en route	Bad design	Permanent	Y	Not resolved	N	We have to remember to delete any destinations or turn off charge planning before parking up. The design is counter-intuitive. If the car is parked and plugged in, it should take a charge.
2	Several models of iPhone will not charge reliably – they are very hard to position on the charger and they get very hot	Bad design	Permanent	Y	Resolved perhaps in updated vehicle	N (not in this model)	Phone now lives upside-down in one of the cupholders with a wire into the cabinet. This is functionally fine but looks a bit rubbish for Porsche
2	Shell chargers are listed in the Porsche Charging Service app but are not actually included.	Database error	Permanent	Y	Unresolved. Porsche UK say that they do not know which Shell chargers are included in the PCS scheme	N	Confusing although we can pay with our credit cards
2	“Regeneration on” indicator (battery with an arrow around it) is not listed in manual with the other warning and information messages	Documentation error	Permanent	Y	Not resolved	N	No impact – asking on social media produced the answer when the manual didn’t!

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2	Charger speed incorrectly reported in app	Database error	Permanent	Y	Chargers shown with exaggerated speed. Example: Gridserve near Winchester, Porsche says "515kW" but Gridserve claim only 237kW. A stall with 1x Chademo, 1xCCS may be reported as 2 chargers; or 2x50kW are reported as 100kW.	N	Misleading data = unexpected delays in journeys. Some of this comes from upstream data providers but ultimately we expect Porsche to keep the data as clean as possible.
1	Erroneous message: "Porsche Charging Planner active; Target charge was automatically set to 255%"	Bug	2x	Y	Not known to have been fixed	N	No impact as it is obviously a dumb message
1	Car shuts down suddenly with a thump after 30 minutes idle. No warning is issued. Can be turned on again of course.	Bad design choice	Permanent and in manual	Y	This is a (poor) design choice by Porsche: the car suddenly shuts down even if occupied, with no warning or screen prompt to extend the time	N	EVs should be great for air conditioned comfort for many hours. When I'm sitting in the car on a video meeting, all power stops every 30 mins, disturbing work and calls