

WC17 - Updating PCM 3.0 Software (Workshop Campaign)

Important: **CRITICAL WARNING: THIS CAMPAIGN INCLUDES STEPS WHERE SEVERAL CONTROL UNITS IN THE VEHICLE WILL BE PROGRAMMED WITH THE PIWIS TESTER. IT IS CRITICAL THAT THE VEHICLE VOLTAGE BE BETWEEN 13.5 VOLTS AND 14.5 VOLTS DURING THIS PROGRAMMING. OTHERWISE, THE PROGRAMMING COULD FAIL RESULTING IN DAMAGED CONTROL UNITS. CONTROL UNITS DAMAGED BY INADEQUATE VOLTAGE WILL NOT BE COVERED UNDER WARRANTY. THE TECHNICIAN MUST VERIFY THE ACTUAL VEHICLE VOLTAGE IN THE INSTRUMENT CLUSTER OR IN THE PIWIS TESTER BEFORE STARTING THE CAMPAIGN. IT IS ALSO ADVISABLE TO MONITOR THE VEHICLE VOLTAGE DURING THE PROGRAMMING VIA THE INSTRUMENT CLUSTER. PLEASE REFER TO EQUIPMENT INFORMATION EI-1105 FOR A LIST OF SUITABLE BATTERY CHARGERS/POWER SUPPLIES WHICH SHOULD BE USED TO MAINTAIN VEHICLE VOLTAGE.**

Model Year: **As of 2009 up to 2010**

Revision 1: August 29, 2012. This revision amends the wording found in the "Information" section on page 1, i.e., "various defects" has been changed to "various issues".

Vehicle Type: **Cayenne (9PA)/Cayenne S (9PA)/Cayenne GTS (9PA)/Cayenne S Transsyberia (9PA) Cayenne Turbo (9PA)/Cayenne Turbo S (9PA)**

Equipment: Porsche Communication Management (PCM) 3.0 (l-no. 7T1)

Concerns: **Porsche Communication Management (PCM) 3.0**

Note: **PLEASE DO NOT PLACE A PARTS ORDER FOR THIS CAMPAIGN. PARTS (1 EA. OF WKD 952 900 14 AND WKD 952 800 13) WILL BE AUTOMATICALLY ALLOCATED TO YOUR DEALERSHIP.**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles.
Various issues can occur in the PCM integrated system on the affected vehicles, depending on vehicle equipment.

PCM - General:

- PCM switches off and on sporadically
- No temperature display at times after starting PCM
- No track information displayed at times in the PCM display
- USB media that are otherwise functioning perfectly will not play at times
- The iPod® title bar in the instrument cluster permanently displays the message "Loading list"

PCM - Navigation:

- The fields "Street/no." and "Junction" cannot be selected in the PCM display

PCM - Telephone:

- Problems connecting to iPhone® or BlackBerry®
- "No connection to vehicle" displayed on the handset (permanently or only for one driving cycle)

PCM - Logbook:

- Implausible entries in logbook (e.g. negative mileage, double entries)
- Previous trips are overwritten

Action Required: Update PCM 3.0 to software version V2.23.

Affected Vehicles: The VIN(s) can be checked by using PIWIS Vehicle Information link to verify if the campaign affects the vehicle. This Campaign is scope specific to the VIN! Failure to verify in PIWIS may result in an improper repair. This campaign affects 1,086 vehicles in the U.S. and Canada.

Tools: PCM 3.0 Update CD 05/2012 (WKD 952.900.14)
Battery Charger/Power Supply - Suitable for AGM Type batteries, recommended current rating of 70A, fixed voltage 13.5V to 14.5V. Refer to Equipment Information EQ-1200 and EQ-1105.

**Information**

The Update CD:

- must be used again as part of the **workshop equipment** and
- must **not therefore be left in the vehicle** and must **not be given to the customer**.

NOTICE**Abnormal termination of PCM software update in the event of low voltage.**

- **Increased current draw during the software update can cause a drop in voltage, which can result in the abnormal termination of the software update and malfunctions in the PCM system.**

⇒ **Before commencing work, connect a suitable battery charger with a current rating of at least 40 A to the vehicle.**

Note: **VEHICLE VOLTAGE MUST REMAIN BETWEEN 13.5 AND 14.5 VOLTS DURING THE ENTIRE WORK PROCEDURE.**

Work Procedure: See Attachment "A".

Claim Submission: See Attachment "B".

Attachment "A": **Work Procedure**

- 1 Connect a battery charger with a current rating of at least 40 A to the vehicle.
- 2 Then **unplug** any **devices connected to the media interface or any removable data storage media (e.g. USB stick, hard drive, etc.)**.
- 3 Switch on the ignition using the **original driver's key**.
- 4 Switch on PCM 3.0.
- 5 If there is a **CD** in the PCM system, **remove it**. (For devices with a CD/DVD autochanger, remove all CDs from the autochanger).
- 6 **Insert** the **PCM 3.0 Update CD 05/2012** (WKD 952.900.14) in the CD slot.

For systems with a **CD/DVD autochanger**, **press the Eject button** to do this. In the CD/DVD autochanger menu that appears, **select an empty magazine compartment** (e.g. compartment 1) and **insert** the PCM 3.0 Update CD into the CD slot.

The CD starts automatically. The information "Loading update" is displayed briefly.

- 7 Confirm the message that then appears: "Avoid interrupting the update process. Interrupting the update can result in malfunctions in the PCM system".
- 8 Select **'Yes'** to confirm the query "Update to version PCM30_V2.23?".

PCM is then restarted and the update is performed. Several modules will be updated one after the other.

A progress bar appears showing the progress of the update process for each module.

The **update process** can take up to **approx. 20 - 30 minutes in total**, depending on the software version.

When the update is complete, the PCM system is restarted.



Information

If the software update is interrupted or if **error messages** are displayed (e.g. as a result of read errors, a scratched CD, etc.), the update must be **repeated**.

- 9 When the update process is complete, the message "System updated successfully to version PCM30_V2.23" appears.
Confirm the message. The Update CD is then ejected automatically.

**Information**

When the update process is complete and the PCM system has been reset, it can take up to 30 seconds for the message confirming the successful completion of the update process to be displayed.

- 10 Then **remove** the PCM 3.0 **Update CD** from the CD slot.
- 11 Re-insert any CDs you removed from the device and plug the devices you unplugged back into the media interface.
- 12 Switch off the battery charger and disconnect it from the vehicle.
- 13 On vehicles with Porsche "Entry & Drive", replace the original driver's key in the ignition lock with the control panel again.
- 14 Enter the workshop campaign in the Warranty and Maintenance booklet.

Note:

VEHICLE VOLTAGE MUST REMAIN BETWEEN 13.5 AND 14.5 VOLTS DURING THE ENTIRE WORK PROCEDURE.

Attachment "B": **Claim Submission** - Workshop Campaign WC17

Warranty claims should be submitted via WWS/PQIS.

Open campaigns may be checked by using either the PIWIS Vehicle Information system or through PQIS Job Creation.

Labor, parts, and sublet will be automatically inserted when Technician is selected in WWS/PQIS.

If necessary, the required part numbers will need to be manually entered into WWS by the dealer administrator.

Working time:

Updating PCM 3.0 to software version V2.23

Labor time: **20 TU**⇒ **Damage code WC17 066 000 1**

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Dealership	Service Manager	_____	Shop Foreman	_____	Service Technician	_____	_____	_____	_____
Distribution	Asst. Manager	_____	Warranty Admin.	_____	Service Technician	_____	_____	_____	_____
Routing									

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