

WD22 - Fuel Level Sender (Stop Sale Campaign/Workshop Campaign)

Note: **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 AND ALSO DOCUMENT THE ACTUAL VOLTAGE ON THE REPAIR ORDER. IT IS ALSO ADVISABLE TO MONITOR THE VEHICLE VOLTAGE DURING THE PROGRAMMING VIA THE INSTRUMENT CLUSTER. PLEASE REFER TO EQUIPMENT INFORMATION EQ-1105 FOR A LIST OF SUITABLE BATTERY CHARGERS/POWER SUPPLIES WHICH SHOULD BE USED TOMAINTAIN VEHICLE VOLTAGE.

Model Year: **As of 2013 up to 2014**

Vehicle Type: **Cayenne (92A)/Cayenne Diesel (92A)/Cayenne S Hybrid (92A)
Cayenne S (92A)/Cayenne GTS (92A)/Cayenne Turbo (92A)/Cayenne Turbo S (92A)**

Concerns: **Fuel level sender**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles. **There is a possibility that the fuel level senders on the affected vehicles may not have been calibrated correctly during the production process.**

As a result, the fuel level displayed in the instrument cluster might be higher than the actual fuel level.

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 1,168 vehicles in North America.



Information

Until now, the remedial action involved calibrating the fuel level sender using the PIWIS Tester and the workshop procedure as described in Scope 1 below. With the release of PIWIS Tester software version 12.310 (released July 8, 2013), Scope 2 should be followed which allows re-coding of the instrument cluster by entering a special start code and DOES NOT require draining of the fuel tank. Scope 2 should be followed starting July 9, 2013 and forward to perform this campaign.

The PIWIS Tester software required for re-coding the instrument cluster following Scope 2 as part of this campaign depends on the software that was previously on the PIWIS Tester.

Test software currently installed on the PIWIS Tester:	12.300	12.400
Test software to be installed on the PIWIS Tester in order to carry out this campaign:	12.310*	12.405**

* After installing the tester software version 12.310, tester software version 12.300 will still be displayed on the PIWIS Tester desktop, however, the installed tester software version 12.310 is shown in the "Version information" menu from the release history (PIWIS Tester desktop > Information > Version information > History > Update version).

With PIWIS Tester software version **higher than 12.405, the instrument cluster can also be re-coded.

- Action Required:
- Up to PIWIS Tester test software version **12.300**: **Calibrate fuel level sender** ⇒ *Technical Information 'WD2200 Scope 1 - Calibrating fuel level sender'*
 - With PIWIS Tester test software version **12.310** or **12.405** (or higher): **Re-code instrument cluster by entering the start code Z9P9T** ⇒ *Technical Information 'WD2200 Scope 2 - Re-coding instrument cluster'*

Scope 1 - Calibrating fuel level sender

Parts Info:	N. 911.929.01	⇒ Hexagon round-head bolt, M10 x 25	4 ea.
	N. 911.915.01	⇒ Hexagon round-head bolt, M12 x 22	4 ea.
	958.522.373.00	⇒ Clip	5 ea.
	Also required:		
	955.201.133.01	⇒ Sealing ring Cayenne/Cayenne S Hybrid/Cayenne S/Cayenne GTS/Cayenne Turbo/Cayenne Turbo S	2 ea.*
	or		
	955.201.133.10	⇒ Sealing ring Cayenne Diesel	2 ea.*

* The required sealing ring depends on the vehicle type

- Tools:
- Multiple-tooth socket-wrench insert, M10
 - Hexagon socket-wrench insert, a/f 10/13
 - 1/2" change-over ratchet
 - 1/2" extension (short)
 - 1/2" extension (long)
 - Slotted screwdriver (large)
 - T10202 - Wrench**
 - Nr. 90 Pos. 2 - Torque wrench** (4–20 Nm/3–15 ftlb.)
 - Nr. 90 Pos. 3 - Torque wrench** (10–60 Nm/7.5–44 ftlb.)

Nr. 90 Pos. 6 - Torque wrench (40–200 Nm/30–148 ftlb.)

Fuel transfer unit, e.g. **VAS 5190A - fuel extractor** or **WE1262 - fuel transfer unit Tank Primus 100/100S**

9818 - PIWIS Tester II with test software version **12.100** (or higher) installed

WE1353 - Battery charger HFL 65

Work Procedure: See Attachment "A".

Claim Submission: See Attachment "B".

Attachment "A": **Work Procedure**



Information

To calibrate the fuel level senders, the fuel tank must be **completely** emptied.

To do this, the remaining fuel in the fuel tank must be extracted through the openings for the tank connection unit at the left and right.

- 1 Disconnect the battery ⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*.
- 2 Remove rear seats.
 - 2.1 Remove padding for 1/3-split folding rear seat ⇒ *Workshop Manual '744919 Removing and installing padding for 1/3-split folding rear seat'*.
 - 2.2 Remove padding for 2/3-split folding rear seat ⇒ *Workshop Manual '744919 Removing and installing padding for 2/3-split folding rear seat'*.
 - 2.3 Remove 1/3-split folding rear seat ⇒ *Workshop Manual '724819 Removing and installing 1/3-split folding rear seat'*.
 - 2.4 Remove 2/3-split folding rear seat ⇒ *Workshop Manual '724819 Removing and installing 2/3-split folding rear seat'*.
- 3 Empty the fuel tank completely ⇒ *Workshop Manual '200317 Draining and filling fuel'*.
- 4 Install rear seats.
 - 4.1 Install 2/3-split folding rear seat ⇒ *Workshop Manual '724819 Removing and installing 2/3-split folding rear seat'*.
 - 4.2 Install 1/3-split folding rear seat ⇒ *Workshop Manual '724819 Removing and installing 1/3-split folding rear seat'*.

- 4.3 Install padding for 2/3-split folding rear seat ⇒ *Workshop Manual '744919 Removing and installing padding for 2/3-split folding rear seat'*.
- 4.4 Install padding for 1/3-split folding rear seat ⇒ *Workshop Manual '744919 Removing and installing padding for 1/3-split folding rear seat'*.
- 5 Connect the battery ⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*.
- 6 Calibrate fuel level sender ⇒ *Workshop Manual '2015K2 Calibrating fuel level sender'*.
- 7 Fill the fuel tank ⇒ *Workshop Manual '200317 Draining and filling fuel'*.
- 8 Check the fuel gauge in the instrument cluster. Wait a few minutes.

Attachment "B": **Claim Submission** - Workshop Campaign WD22

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 warranty system by the dealer administrator.

Scope 1:

Calibrating fuel level sender



Information

The specified working time was determined specifically for carrying out this campaign and may differ from the working times published in the Labor Operation List in PIWIS.

Working time:

Calibrating fuel level sender

Labor time: **158 TU**

Includes:

- Disconnecting and connecting battery
- Removing and installing rear seat
- Removing and installing connection units
- Draining and filling fuel
- Connecting and disconnecting battery charger
- Connecting and disconnecting PIWIS Tester

Parts required:

N .911.929.01	Hexagon round-head bolt, M10 x 25	4 ea.
N .911.915.01	Cheese head bolt, M12 x 22	4 ea.
958.522.373.00	Clip	5 ea.

Also required:

955.201.133.01	Sealing ring Cayenne/Cayenne S Hybrid/Cayenne S/Cayenne GTS/Cayenne Turbo/Cayenne Turbo S	2 ea.*
or		
955.201.133.10	Sealing ring Cayenne Diesel	2 ea.*

* The required sealing ring depends on the vehicle type. The required sealing ring depends on the vehicle type. Please ensure when claiming the campaign in WWS that the correct parts package is selected specific to model type.

⇒ **Damage code WD22 066 000 1**

- References:
- ⇒ *Workshop Manual '2015K2 Calibrating fuel level sender'*
 - ⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*
 - ⇒ *Workshop Manual '200317 Draining and filling fuel'*
 - ⇒ *Workshop Manual '744919 Removing and installing padding for 1/3-split folding rear seat'*
 - ⇒ *Workshop Manual '744919 Removing and installing padding for 2/3-split folding rear seat'*
 - ⇒ *Workshop Manual '724819 Removing and installing 1/3-split folding rear seat'*
 - ⇒ *Workshop Manual '724819 Removing and installing 2/3-split folding rear seat'*

Scope 2 - Re-coding instrument cluster

NOTICE

Coding will be aborted in the event of undervoltage.

- Increased current draw during diagnosis can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the coding process.
- ⇒ Before commencing work, connect a suitable battery charger with a current rating of at least 40 A to the jump-start terminals in the engine compartment.

NOTICE

Coding will be aborted if the WLAN connection is unstable.

- An unstable WLAN connection can interrupt communication between PIWIS Tester II and the vehicle communication module (VCI). As a result, coding may be aborted.
- ⇒ During control unit coding, always connect PIWIS Tester II to the vehicle communication module (VCI) via the USB cable.

NOTICE

Control unit coding will be aborted if the driver's key is not recognised

- If the driver's key is not recognised in vehicles with Porsche Entry & Drive, coding cannot be started or will be interrupted.
- ⇒ Switch on the ignition using the original driver's key. To do this, replace the control panel in the ignition lock with the original driver's key if necessary.

**Information**

The instrument cluster must be re-coded as part of this campaign by **entering the special start code Z9P9T**.

**Information**

The procedure described here is based on the PIWIS Tester II test software version **12.310**.

The PIWIS Tester instructions take precedence and in the event of a discrepancy, these are the instructions that must be followed.

A discrepancy may arise with later software versions for example.

Tools: **9818 - PIWIS Tester II** with test software version **12.310** or **12.405** (or higher) installed
WE1353 - Battery charger HFL 65

Attachment "A": **Work Procedure**

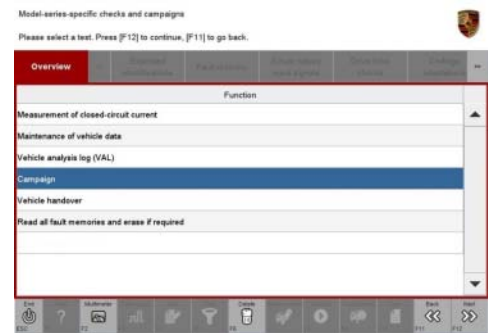
- 1 Connect a battery charger with a current rating of **at least 40 A** to the jump-start terminals in the engine compartment.
- 2 Switch on the ignition using the **original driver's key**.
For vehicles with "Porsche Entry & Drive", do this by replacing the control panel in the ignition lock with the original driver's key if necessary.
- 3 **9818 - PIWIS Tester II** with software version **12.310** or **12.405** (or higher) installed must be connected to the vehicle communication module (VCI) via the **USB cable**. Then, connect the communication module to the vehicle and switch on the PIWIS Tester.
- 4 On the PIWIS Tester start screen, call up the ⇒ **'Diagnostics'** menu and select the vehicle type ⇒ **'Cayenne' ⇒ '92A as of MY 2011'**.

The diagnostic application is then started and the control unit selection screen is populated.

- 5 In the control unit selection screen (⇒ **'Overview'** menu), press **•F7** to call up the ⇒ **'Additional menu'** (⇒ *Control unit selection*).
- 6 When the question "Create Vehicle Analysis Log (VAL)?" appears, either press **•F12** to create a VAL or press **•F11** if you do not want to create a VAL.
- 7 Press **•>>** to acknowledge the message informing you that campaigns for the vehicle are stored in the PIWIS information system.
- 8 Select the ⇒ **'Campaign'** function and press **•>>** to confirm your selection ⇒ *Additional menu – Campaign*.
You are then prompted to enter a start code.

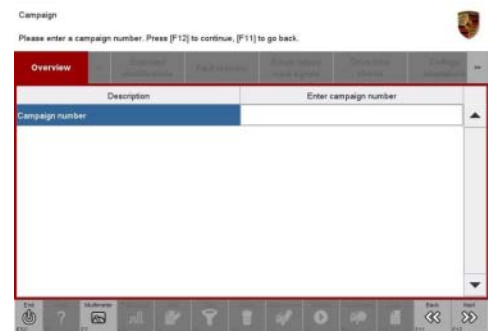


Control unit selection



Additional menu – Campaign

- 9 To enter the start code, click in the relevant text box so that the cursor starts to flash ⇒ *Start code input field*.
- 10 Enter the start code **Z9P9T**.
Press **•Enter** to confirm the start code you entered. The text box turns blue.
Press **•>>** to start the guided coding sequence.



Start code input field



Information

If coding does not start, the start code must be entered again and coding must be restarted.



Information

Read and follow the **information and instructions on the PIWIS Tester** during the guided coding sequence. Then press **•>>** to continue.

Do not interrupt the coding process.

**Information**

Once coding has been completed successfully, the instrument cluster will go dark for a short time and the fuel gauge will jump to 0. The instrument cluster will then restart and the fuel gauge will show a reading that corresponds to the fuel tank level.

Following coding, the displayed value can be lower than the value that was previously displayed.

When coding has been completed successfully, the message "The action was completed successfully" will be displayed.

If coding is **interrupted** (e.g. due to a voltage drop or if communication is aborted, etc.) or if coding could **not be carried out successfully** (error message "Coding unsuccessful"), coding must be **repeated**.

- 11 Once control unit coding has been completed successfully, press •>>" to return to the start page of the Additional menu and press •<<" to return to the control unit selection screen.
- 12 Switch off ignition.
- 13 Disconnect the PIWIS Tester from the vehicle.
- 14 Switch off and disconnect the battery charger.
- 15 On vehicles with Porsche Entry & Drive, replace the original driver's key in the ignition lock with the control panel again.

Attachment "B": **Claim Submission** - Workshop Campaign WD22

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 warranty system by the dealer administrator.

Scope 2:

Re-coding instrument cluster**Information**

The specified working time was determined specifically for carrying out this campaign and may differ from the working times published in the Labor Operation List in PIWIS.

Working time:

Re-coding instrument cluster

Labor time: **33 TU**

Includes: Connecting and disconnecting battery charger
Connecting and disconnecting PIWIS Tester

⇒ **Damage code WD22 066 000 1**

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