

WC17 - Updating PCM 3.1 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 2011 up to 2013**

Revision 2: January 7, 2013 - Please note that there are numerous changes from PAG incorporated into this Revision. THIS REVISION SUPERCEDES ANY AND ALL PREVIOUS VERSIONS OF WC17.

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

Equipment: Electronic logbook (I-no. 9NY)

Concerns: **Electronic logbook in Porsche Communication Management (PCM) 3.1**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles.
Implausible entries can appear in the logbook (e.g. negative mileage, double entries) on the affected vehicles due to incorrect PCM software. Earlier entries in the logbook can even be overwritten in some cases.

Action Required: Update PCM 3.1 software.



Information

Depending on the production date of the vehicle, the PCM system will be updated to different software versions, e.g. to V1.33, V2.45 or V3.41.

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 vehicle affects 1,086 vehicles in North America.

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.**

Tools: PCM 3.1 Update CD 05/2012 (WKD 952.800.13)
Battery Charger/Power Supply - Suitable for AGM Type batteries, recommended current rate of 70A, fixed voltage 13.5V to 14.5V. Refer to Equipment Information EI-1200 and EI-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.**

Work Procedure: See Attachment "A".

Claim Submission: See Attachment "B".

Attachment "A": **Work Procedure**

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

- 1 Connect a battery charger to the vehicle with a current rating of at least 40 A (See battery charger/power supply specifications, above).
- 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 3.1.
- 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 3.1 Update CD 05/2012** (WKD 952.800.13) 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 3.1 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 PCM31_Vxxx?".

The information "Loading update" appears. The PCM system is then restarted.

Once the system has restarted, the information "Loading update" appears again. The update is then 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 PCM31_Vxxx" 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 3.1 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.

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 warranty system by the dealer administrator.

Working time:

Updating PCM 3.1 software

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

Important Notice: Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. If a particular condition is described, do not assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your authorized Porsche Dealer for the latest information about whether a particular technical bulletin applies to your vehicle. Part numbers listed in these bulletins are for reference only. Always check with your authorized Porsche dealer to verify the current and correct part numbers. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

© Porsche Cars North America, Inc.

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

Dr. Ing. h.c. F. Porsche AG is the owner of numerous trademarks, both registered and unregistered, including without limitation the Porsche Crest®, Porsche®, Boxster®, Carrera®, Cayenne®, Cayman®, Panamera®, Speedster®, Spyder®, 918 Spyder®, Tiptronic®, VarioCam®, PCM®, PDK®, 911®, 4S®, FOUR, UNCOMPROMISED.® and the model numbers and the distinctive shapes of the Porsche automobiles such as, the federally registered 911 and Boxster automobiles. The third party trademarks contained herein are the properties of their respective owners. Porsche Cars North America, Inc. believes the specifications to be correct at the time of printing. Specifications, performance standards, standard equipment, options, and other elements shown are subject to change without notice. Some options may be unavailable when a car is built. Some vehicles may be shown with non-U.S. equipment. The information contained herein is for internal use only by authorized Porsche dealers and authorized users and cannot be copied or distributed. Porsche recommends seat belt usage and observance of traffic laws at all times.

Printed in the USA