

Initial Activation of Connect Services Fails

Binder – 9 – Electrical
This ATI replaces ATI Group 9, #1616,
dated 9-1-2016.

Vehicle Type: Cayenne Platinum

Model Year: 2017

Customer Concern: On PDI, the initial activation of Connect services cannot be completed.

Technical Concern: The technician is able to verify that Connect services cannot be activated.

Service Information: PCNA is aware of this this issue. Please use this workaround until a permanent countermeasure can be applied:

Use the instructions in **WM 915255 Replacing Central Computer** to properly encode the central computer to enable the Connect services activation.

Please note:

- Skip step 1 because the central computer is not being replaced.
- Follow steps 2 through 30.
- Since the data connection will be established using the SIM card, at step 30, take the variant A path and follow steps 31.1 through 31.4.
- Continue with steps 33 through 34.7.

Be sure complete the PQIS job and upload a VAL.

In PQIS, please code the “cause” as follows:

Cause Location: 91520 Central Computer
Cause Symptom: 1142 Incorrect coding

Dealership	Service Manager _____	Service Specialist _____	_____	_____	_____	_____	_____	_____	_____
Distribution	Asst. Manager _____	Service Specialist _____	_____	_____	_____	_____	_____	_____	_____
Routing									

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