

**WH08 - Re-programming Instrument Cluster (Workshop Campaign)**

**Important:** **CRITICAL WARNING** - This campaign includes steps where control unit(s) in the vehicle will be programmed with the PIWIS Tester. The vehicle voltage must be maintained between 13.5 volts and 14.5 volts during this programming. Failure to maintain this voltage could result in damaged control unit(s). Damage caused by inadequate voltage during programming is not a warrantable defect. The technician must verify the actual vehicle voltage in the PIWIS Tester before starting the campaign and also document the actual voltage on the repair order. Please refer to Equipment Information EQ1401 for a list of suitable battery chargers/power supplies which should be used to maintain vehicle voltage.

**Model Year:** As of 2017

**Vehicle Type:** Panamera (971)

**Subject:** Instrument cluster

**Information:** **There is a possibility that when you switch on the ignition, the displays in the instrument cluster will not be activated on the affected vehicles.**  
As a result, no information will be displayed in the instrument cluster.

**Remedial Action:** Re-program the instrument cluster using the PIWIS Tester with software version **35.000.010** (or higher) installed.

**NOTICE**

**Use of a PIWIS Tester software version that is older than the prescribed version**

- **Measure is ineffective**
- ⇒ **Always use the prescribed version or a higher version of the PIWIS Tester software for control unit programming.**



**Information**

During the campaign, the instrument cluster is re-programmed and then coded **automatically**. It takes **about 120 minutes** to **program and code** the instrument cluster.

**Affected Vehicles:** Only the vehicles assigned to the campaign (see also PIWIS Vehicle information). This campaign affects 1 vehicle in North America.

**Required tools**

- Tools:**
- **9900 - PIWIS Tester 3** with PIWIS Tester test software version **35.000.010** (or higher) installed

- **Battery Charger/Power Supply** - Suitable for AGM Type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V.

### Preparatory work

#### NOTICE

Fault entry in the fault memory and control unit programming aborted due to low-voltage.

- Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.
- ⇒ Before starting control unit programming, connect a suitable battery charger or power supply, suitable for AGM type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V.

#### NOTICE

Completely flat vehicle battery

- The break in communication in the vehicle system during programming causes safety-relevant functions, e.g. driving light and brake light, to be switched on automatically. This results in an increased current draw, which will run down the vehicle battery.
- ⇒ Before starting control unit programming, connect a suitable battery charger or power supply, suitable for AGM type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V.

#### NOTICE

Control unit programming will be aborted if the Internet connection is unstable.

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

#### NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- If the driver's key is not recognized in the vehicle, programming cannot be started or will be interrupted.
- ⇒ Place the driver's key with the back facing down into the front left storage compartment in the center console to guarantee a continuous radio link between the vehicle and the driver's key.

Work Procedure: 1 Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*.

- 2 **If necessary**, re-activate the instrument cluster.



**Information**

On vehicles on which the fault described above has already occurred before this campaign could be carried out, the **instrument cluster** must be **re-activated temporarily** before starting programming. To do this, perform the following steps.

- 2.1 Switch off the ignition and remove the driver's key from inside the vehicle.
- 2.2 Remove fuse for the instrument cluster.  
The fuse (7.5 A) is located in slot **F2** of the fuse box at the left-hand side of the dashboard.
- 2.3 Wait **approx. 10 seconds** before re-inserting the fuse.
- 2.4 Place the driver's key with the back facing down in the front left storage compartment in the centre console and switch on the ignition.



**Information**

The procedure described here is based on the PIWIS Tester 3 software version **35.000.010**.

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.

**Re-programming instrument cluster**

Work Procedure: 1 **Re-program the instrument cluster.**

The basic procedure for control unit programming is described in the Workshop Manual ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*.

**For specific information on control unit programming during this campaign, see table below.**

**NOTICE**

**Use of a PIWIS Tester software version that is older than the prescribed version**

- **Measure is ineffective**
- ⇒ **Always use the prescribed version or a higher version of the PIWIS Tester software for control unit programming.**

Required PIWIS Tester software version:	<b>35.000.010</b> (or higher)
Type of control unit programming:	Control unit programming using the " <b>Campaign</b> " <b>function in the Additional menu</b> on the PIWIS Tester by entering a programming code.

Programming code:	<b>Q9A2N</b>
Programming sequence:	<p>Read and follow the <b>information and instructions on the PIWIS Tester</b> during the guided programming sequence.</p> <p>The <b>instrument cluster</b> is <b>re-programmed</b> and then <b>re-coded automatically</b> during the programming sequence.</p> <p>The display in the instrument cluster is switched off during programming. "bLF" appears on the digital speedometer display. The ignition is still active in the background.</p> <p>The display in the instrument cluster will be switched on again automatically as soon as programming is complete.</p> <p><b>Switch the ignition off and then on again only when prompted to do so by the PIWIS Tester because otherwise, programming will be interrupted and will then have to be started again.</b></p>
Programming time (approx):	<b>120 minutes</b>
Software version programmed during this campaign:	<b>0140</b> Following control unit programming, the software version can be read out of the instrument cluster in the 'Extended identification' menu using the PIWIS Tester.
Procedure in the event of abnormal termination of control unit programming:	<ul style="list-style-type: none"> <li>• Switch ignition off and then on again.</li> <li>• Read out and erase fault memories ⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Subsequent work"</i>.</li> <li>• Repeat control unit programming by entering the programming code again.</li> </ul>
Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Fault finding"</i> .

- 2 Read out and erase the fault memories of all control units.

**Information**

Brief breaks in communication between the control units during programming and coding can result in fault memory entries in all control units in the vehicle system, which may impair vehicle functions.

**In addition to** the automatic deletion of the fault memories during programming, the fault memories of all control units must therefore be **read out again, checked and deleted** as described below **after each programming and coding process**.

- 2.1 Switch off the ignition and wait approx. 10 seconds before switching it on again.
- 2.2 Start the engine, leave it running for a short time and then stop it again.
- 2.3 Switch ignition off and then on again.
- 2.4 Restore communication between the PIWIS Tester and the vehicle.
- 2.5 Read out the fault memories and check stored fault memory entries.

For instructions, see → *Workshop Manual '9X00IN Basic information and procedure for control unit programming using the PIWIS Tester'*.

If control units are found to have faults that are not caused by control unit programming, these faults must **first be found and corrected**. This work **cannot** be invoiced under the workshop campaign number.

- 2.6 Delete fault memory entries.
- 2.7 Select the '**Overview**' menu to return to the control unit selection screen.

**Concluding work**

- Work Procedure: 1 Switch off the ignition.
- 2 Disconnect the PIWIS Tester from the vehicle.
  - 3 Switch off and disconnect the battery charger.
  - 4 Enter the campaign in the Warranty and Maintenance booklet.

**Information**

The values for the Tire Pressure Monitoring (TPM) system may be lost during re-coding of the instrument cluster.

If the Tire Pressure Monitoring (TPM) system is reset, the wheel electronics must be re-taught and adapted to the system.

**Preconditions and procedure for teaching the wheel electronics units:**

- Vehicle is stationary for at least 5 minutes.

- Select the type of tires fitted (type and size) in the TPM menu in the instrument cluster. The message "No monitoring. System is learning from 15 mph (25 km/h)" then appears in the multi-function display.
- Drive at a speed of more than 15 mph (25 km/h) - ideally without stopping - until the tire pressure values are displayed (learning time: less than 2 minutes).

The system learns the wheel electronics only while driving. Intermediate stops and deviations from the described teaching procedure can result in a much longer learning time.

Teaching can be performed during the test drive or later while the customer is driving. Please inform your customer about this if necessary.

## Warranty processing



### 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.

Scope:

### Re-programming instrument cluster

#### Working time:

Re-programming instrument cluster

Labor time: **56 TU**

Includes: Connecting and disconnecting battery charger  
Connecting and disconnecting PIWIS Tester  
Reading out and erasing fault memories

⇒ **Damage Code WH08 066 000 1**

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