
Advanced Technical Information

Panamera (971)

1702 9944

9

Porsche Car Connect Initialization Fails— 'X' Character in VIN

Binder - Advanced Technical Information
This bulletin replaces bulletin Group 9,
#1702, dated 08-18-17.

Revision: **November 7, 2017**

This revision was amended to include 2018 models.

Vehicle Type: **Panamera (971)**

Model Year: **2017 - 2018**

Customer Concern: There are reports of failed Porsche Car Connect (PCC) initializations.

Technical Concern: Due to input handling in the VTS software, the Porsche Car Connect initialization fails. The ninth character in the VIN may be an 'X' (e.g. WPOAF2A7XHL123456). However, the system sees this 'X' character as invalid and does not transmit the installation code to the backend server. In this case, the initialization ends unsuccessfully. Additionally, the PCC portal does not register the failed attempt.

Service Information: The permanent fix for this issue is a VTS software update. This update is included in PIWIS software level 35.800.010 and higher. Access this software update using the following programming code:

P1D3T

As always, be sure to document the complaint completely in PQIS. For this repair, use the following coding for the cause:

Cause Location: 99440 Security Services

Cause Symptom: 4096 Software cannot be installed/enabled

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