

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

Binder - Advanced Technical Information
This bulletin replaces bulletin Group 9,
#1702, dated 11-07-17.

Revision:	January 25, 2018 This revision was amended to include the "Important" notice.				
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 This programming code updates VTS software from 0340 to 0350. Important: This service information only applies to the model and model years referenced above. Vehicles built after calendar week 45 of 2017 (11/6/2017) have VTS software level 0400. Applying this programming code to a vehicle with VTS software level 0400 may irreparably damage the control unit, thus requiring a costly and time consuming part replacement. As always, be sure to document the complaint completely in PQIS. For this repair, use the following coding for the cause: <table border="0" style="margin-left: 100px;"> <tr> <td style="vertical-align: top;">Cause Location:</td> <td>99440 Security Services</td> </tr> <tr> <td style="vertical-align: top;">Cause Symptom:</td> <td>4096 Software cannot be installed/enabled</td> </tr> </table>	Cause Location:	99440 Security Services	Cause Symptom:	4096 Software cannot be installed/enabled
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