

Advanced Technical Information

Panamera (971)
1803 9152

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Binder - Advanced Technical Information

Do Not Update MY17 PCM4.1 Software with 971919360E SD Card

Attention: **Service Managers/Service Technicians**

Vehicle Type: **Panamera (971)**

Model Year: **2017**

Customer Concern: The customer may desire a PCM software update. Perhaps the customer experiences an unwanted PCM behavior and errantly believes a PCM software update will help solve the perceived issue.

Technical Concern: The calendar year 2017 software update for PCM4.1 is **not** compatible with MY17 Panamera (971) (which does have PCM4.1). In fact, this software update may make the PCM climate controls **permanently** inoperable.

The assignment of climate control hard buttons on the front and rear switch panels changed between model years 2017 and 2018 (see pictures below).

MY H/17



MY J/18



A rollback to previous levels of software will not be possible.

Service Information: **Never** update a MY17 Panamera (971) with the SD Card, part number 971919360E. This would irreparably damage the PCM and force a complete replacement of the central computer. This part number should only be used on MY18 Panamera and newer.

As always, be sure to document the complaint completely in PQIS and submit a PTEC-TLAR if necessary.

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