

Additional Information About the "Porsche Diagnostic Key" (remote vehicle key/handheld transmitter) in the Event of Complaints (86/17)

Model Line: **Panamera (971)**

Model Year: **As of 2017**

Subject: **Porsche Diagnostic Key** (Known as remote control/vehicle key)



Porsche Diagnostic Key

Concern: **Additional information about reading out the Porsche Diagnostic Key.**



Information

This Technical Information is **intended as a supplement to the existing information in the event of complaints** about data processing or data transfer between the Porsche Diagnostic Key and reader.

The list provided here is sorted according to possible faults and is not a complete list.

The Porsche Diagnostic Key functions are used for the first time with the Porsche Panamera (971).

Remote vehicle key/hand-held transmitters from other Porsche models or earlier model years cannot be read out.

Further information can be found in the:

- **PPN portal** ⇒ **Porsche Diagnostic Key**
- "Porsche Diagnostic Key – User Manual" and
- in the user documentation.

Work Procedure: **The data on the Porsche Diagnostic Key must be complete to ensure correct data transfer to the reader.**

Update the Porsche Diagnostic Key manually in the vehicle:

- 1 Position the Porsche Diagnostic Key in the front of the vehicle.
- 2 Start the engine. Vehicle is stationary.
- 3 **Press the hazard warning lights button four times within ten seconds** (after starting the engine) (hazard warning lights ON – OFF – ON – OFF).

The data is then transferred to the Porsche Diagnostic Key.

- ⇒ It takes about one minute to transfer the data from the vehicle to the Porsche Diagnostic Key.
- ⇒ The hazard warning lights will flash on once to confirm the successful transfer of data.

Complaint:



Information

Requirements for correct functioning:

- The **reader is connected correctly to the PC** and
- is **registered to the correct dealer**.
- The **latest version of the Diagnostic Key Client** is installed and
- the **PPN login data is correct**.

Symptom:	The key is inserted into the reader. ⇒ The data cannot be read out:
a	There is no feedback : <ul style="list-style-type: none"> • The light ring on the reader does not light up and • there is no feedback in the Diagnostic Key Client either:
Cause 1:	Key does not belong to a Porsche vehicle.
Measure 1:	⇒ Check that you are using the original Porsche vehicle key.
Cause 2:	Reader is faulty.
Measure 2:	⇒ Check the function using a different key that you know is working correctly. ⇒ If the fault is still present, contact Technical Support and/or create a ticket in the PRMS.
b	<ul style="list-style-type: none"> • The light ring on the reader lights up, but • there is no feedback in the Diagnostic Key Client:
Cause 1:	Key belongs to a Porsche vehicle without the Diagnostic Key function.
Measure 1:	⇒ The Diagnostic Key function is only available starting from the Panamera (971) model line.

	Cause 2:	The read-out process was not started correctly by the Diagnostic Key Client.
	Measure 2:	Exit the Diagnostic Key Client (right click the icon in the Windows task bar and select "Exit") ⇒ Start the Diagnostic Key Client again and log in.
	Cause 3:	PPN login data is not correct.
	Measure 3:	Log in using the correct PPN certificate, user name and password.
c	An error message is displayed (in the Diagnostic Key Client): • "The related vehicle cannot be identified" .	
	Cause 1:	Key was not read out correctly.
	Measure 1:	⇒ Place the key on the reader again. Make sure that: • the key is in the centre of the reader tray and • is not moved during the read-out process (until feedback appears in the Diagnostic Key Client).
	Cause 2:	Key does not belong to a Porsche vehicle.
	Measure 2:	⇒ Check that you are using the original Porsche vehicle key.
	Cause 3:	Key belongs to a Porsche vehicle that is not documented correctly in the backend systems.
	Measure 3:	⇒ Check the function using the second key. ⇒ If the fault is still present, contact Technical Support and/or create a ticket in the PRMS.
d	An error message is displayed (in the Diagnostic Key Client): • "The server has returned an unknown error" .	
	Cause 1:	The vehicle data was not transferred correctly to the key.
	Measure 1:	⇒ Update the key manually in the vehicle , see 'Procedure' section.
	Cause 2:	Key is faulty.
	Measure 2:	⇒ Check the function using the second key. ⇒ Error message not displayed for the second key ⇒ Check main key for faults/flat battery.
	Cause 3:	Backend systems not available (no data connection).
	Measure 3:	⇒ Check the function using a different key that you know is working correctly. ⇒ If the fault is still present, contact Technical Support and/or create a ticket in the PRMS.

Symptom:	The data on the key is not up-to-date:
	Some or all data was not updated during the last read-out process. For example: The date shown in the Diagnostic Key log is not the current date.
Cause 1:	A distance of less than 12 miles (20 km) was driven since the last read-out process. (The data on the key is automatically updated cyclically every 12 miles/20 km).
Measure 1:	⇒ Update the key manually in the vehicle , see 'Procedure' section.
Cause 2:	The data on the key was not written correctly in the vehicle.
Measure 2:	⇒ Update the key manually in the vehicle , see 'Procedure' section.
Cause 3:	The battery in the key is flat.
Measure 3:	⇒ Check other functions of the key on the vehicle. ⇒ Check the function using the second key.
Cause 4:	Key is faulty.
Measure 4:	⇒ Check the function using the second key. ⇒ Error message not displayed for the second key ⇒ Check main key for faults/flat battery.

Invoicing: For invoicing and documentation using PQIS, enter the following coding:

Location (FES5)	99480	Porsche Services
Damage type (SA4)	1614	Function not as specified

References: Further information: **PPN portal** ⇒ **Porsche Diagnostic Key**

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