

**Panamera (971) MyQ Garage Door Opener or Gate Opener Loses Homelink Programming**

**Vehicles Affected**

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Panamera (all)	2018	971	N/A	N/A

**Revision History**

Revision	Release Date	Changes
0	September 17, 2018	Original document

**Customer Concern**

The customer observes that the Homelink switch does not operate a garage door opener or gate opener as expected<sup>1</sup>. The customer may reprogram Homelink to the garage door opener and the system functions as expected only for a few days (typically between 7 and 10 days). After this period, the garage door opener does not respond to Homelink.



Figure 1

**Technical Background**

The garage door opener does not recognize the vehicle's Homelink system and will not respond. This symptom only occurs on **MyQ** branded garage door openers. Many garage door opener manufacturers have a MyQ product line. (See common logos in figure 1.) The garage door opener itself, and not the vehicle, must be resynchronized.

**Service Information**

Follow these steps to resynchronize (or reenroll) the garage door opener.

**Notes:**

- Do not use the garage door opener manufacturer's original remote (often clipped to the vehicle's visor) to resynchronize the garage door opener. This will not resynchronize the vehicle's Homelink.
- Do not reconfigure (or reprogram) the vehicle Homelink system using the Porsche owner's manual. This will only provide a temporary solution and the system will eventually lose programming again, causing a repeat repair.
- Of course, there is no wall button on a gate opener, but there should be a 'teach' button on or near the motor. Most gates hide this button under a locked door for security.
- Please issue a PTEC-TLAR if you need help.

<sup>1</sup>The rest of this document will consolidate references to both "garage door openers and gate openers" simply as "garage door openers".

**Procedure:**

1. Resynchronize the garage door opener using one of the buttons below (a, b, or c) in the garage. **Note:** Some manufacturers have a time limit between completing step 1 and step 2. See the garage door manufacturer's manual.

a. **'Teach'/'Learn' button** (found overhead, on the receiver/motor unit) – **For garage door openers or gate openers**

b. **Wall button** (typically used to open/close the garage from inside the home) – **For garage door openers only**

c. **LCD display** (found on newer, premium garage door openers). In that case, go to [Menu -> Settings -> Train]. (Each LCD display menu may vary. See the garage door manufacturer's manual) – **For garage door openers only**

2. Press the programmed Homelink button in the vehicle. (Sometimes this button must be pressed multiple times) The LED indicator should blink rapidly. This indicates transmission. (See figure 2.)

3. Confirm resynchronization by observing the overhead garage light blink or hearing the motor relay click.

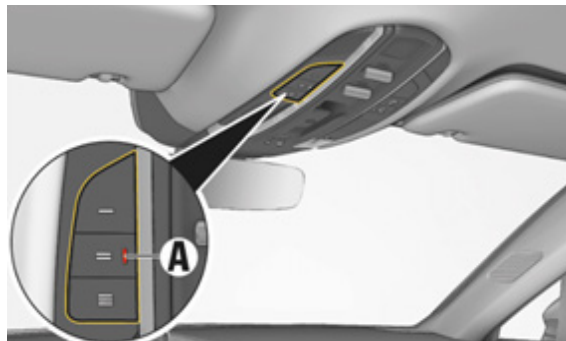


Figure 2

**Production Solution**


Porsche is working on a solution for new vehicles in production.

**Warranty**

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

Cause Location: 96790 CU for garage door opener  
 Cause Symptom: 4000 Electrical faults

**Additional Information**

Please provide the document attached to this ATI to your customers. To open the attachment, click on the paperclip icon  on the left side of your Adobe Acrobat window.

**Search Items**

Homelink; garage door; gate; Panamera; Chamberlain; Liftmaster

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