

Complaint - PCM 5.0 Integrated System: Repair instructions (132/18)

Overview of available software updates/allocation to the variants and markets



Information

Layout/structure/content of this Technical Information:

- **Overview of all available software updates via SD card** (current update first) with the possible variants. Allocated countries/markets/special features/restrictions are also listed if necessary
- Content of the respective update under the title of the update SD card: year and sequential number (e.g. 18-01).
- The **topics** are **assigned to different main chapters** – Entire system – Navigation – Audio/Video – and so on.
- **An overview** of the affected topics is provided **at the beginning of the main chapter**.
- The detailed **description of the symptoms** follows this overview.
- **At the end of the main chapter**, there are various **links** within this Technical Information for fast navigation in the document.
- No remedial action is specified for the topics described below. **In the event of a customer complaint** (in relation to one of the topics listed here), **PCM 5.0 must always be updated using the update SD card**.

Model Line: **Cayenne (9YA)**

Model Year: **As of 2018**

Subject: **PCM 5.0 integrated system**

Date of issue:	Country/ Market:	Part numbers/number ranges:	Information:
From July 2018	All	<ul style="list-style-type: none"> <li>• <b>For the Cayenne (9YA):</b> <b>9Y0.919.360 – NEW –</b> ⇒ SD card</li> </ul>	<ul style="list-style-type: none"> <li>• The <b>SD card</b> can be <b>ordered</b> in the usual way using the Porsche Spare Parts Catalog (PET2).</li> <li>• Available for <b>download via PiUS*</b> from week 37.</li> </ul>

**Information**

**For markets that are already using the Porsche integrated Update Service (PiUS\*):**

⇒ **The part numbers are available for download from week 37.**

(\* **PiUS** – Porsche integrated Update Service is a tool for creating update SD cards in the Porsche dealership.

⇒ Further information about the PiUS tool can be found under PIWIS News in the PPN.)

**Overview of chapters:**

Overview:

Main chapter:	Link:
<b>1 - Entire system</b>	⇒ <i>Technical Information '1 - Entire system:'</i>
<b>2 - Mobile phone</b>	⇒ <i>Technical Information '2 - Mobile phone'</i>
<b>3 - Navigation</b>	⇒ <i>Technical Information '3 - Navigation:'</i>
<b>4 - Audio/Video</b>	⇒ <i>Technical Information '4 - Audio/Video'</i>

**1 - Entire system:****Overview of the affected topics:**

- **Display** — Incorrect system time (from 18–01)
- **Display** — Tire pressure in [PSI] is incorrect (from 18–01)
- **Display** — Personalization is not completed - System freezes (from 18–01)
- **Display** — Sporadic picture loss (from 18–01)
- **Function** — System performs restarts sporadically (from 18–01)
- **Input** — Detection of handwriting input too slow (from 18–01)
- **Graphics** — Graphics errors, e.g. colored squares and missing letters (from 18–01)
- **Fault memory** — **ONLY for Burmester:** Unwarranted fault code entered (from 18–01)

**Topics in detail:**

Display:

Subject:	<b>Incorrect system time.</b> (from 18–01)
	Status of the factory setting for " <b>Automatic time zone</b> " is incorrectly set to " <b>off</b> " ⇒ should be " <b>on</b> ".

Display:

Subject:	<b>Tire pressure in [PSI] is incorrect.</b> (from 18–01)
	The tire pressure value expressed in [PSI] is incorrect. The half-value is displayed.

Display:	Subject: <b>Personalization is not completed - System freezes.</b> (from 18-01)
	The Personalization (personal settings) menu can freeze if the Set-up wizard was not completely finished beforehand.
	⇒ <b>Remedial action: Run the Set-up wizard completely again.</b>

Display:	Subject: <b>Sporadic picture loss.</b> (from 18-01)
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Function:	Subject: <b>System performs restarts sporadically.</b> (from 18-01)
	E.g. the system can perform a restart at times after using voice control if a command is not recognized.

Input:	Subject: <b>Detection of handwriting input too slow.</b> (from 18-01)
	Long time lag before handwriting input is detected on the touchscreen.

Graphics:	Subject: <b>Graphics errors, e.g. colored squares and missing letters.</b> (from 18-01)
	In certain system cycles, colored squares (in pink) appear or letters are missing.

Fault memory:	Subject: <b>ONLY for Burmester: Unwarranted fault code entered.</b> (from 18-01)
	When a Burmester amplifier is used, the fault code "Control unit faulty - fault in flash" can be ignored if the amplifier is working perfectly.

**Link:** End of chapter 1 - Entire system.

⇒ **Select another main chapter in this document** or go back to the beginning:

Main chapter:	Link:
<b>1 - Entire system</b>	Go to the beginning of chapter ⇒ <i>Technical Information '1 - Entire system:'</i>
<b>2 - Mobile phone</b>	see main chapter below.
<b>3 - Navigation</b>	see chapter ⇒ <i>Technical Information '2 - Mobile phone2 - Mobile phone'</i>
<b>4 - Audio/Video</b>	see chapter ⇒ <i>Technical Information '4 - Audio'</i>
Go to the beginning of document ⇒ <i>Technical Information 'Overview of chapters:'</i>	

## 2 - Mobile phone

Mobile phone, Bluetooth, USB, Porsche Car Connect, etc.

### Overview of the affected topics:

- **Function** — Mobile phone does not switch over to its own data connection (from 18-01)
- **Function** — Inserted SIM card is not detected (from 18-01)
- **Display** — Telephone module is not displayed (from 18-01)

### Topic in detail:

Function:

Subject:	<b>Mobile phone does not switch over to its own data connection.</b> (from 18-01)
The mobile phone does not switch over to its own data connection if the data connection in the PCM is not preset.	
The app and WiFi support does not work either.	

Function:

Subject:	<b>Inserted SIM card is not detected.</b> (from 18-01)
The inserted SIM card is not always detected after starting the system.	

Display:

Subject:	<b>Telephone module is not displayed.</b> (from 18-01)
Telephone module is not displayed during a system cycle.	

Link:

**End of chapter 2 - Mobile phone.**

⇒ **Select another main chapter in this document** or go back to the beginning:

Main chapter:	Link:
<b>1 - Entire system</b>	see chapter ⇒ <i>Technical Information '1 - Entire system:1 - Entire system:'</i>
<b>2 - Mobile phone</b>	Go to beginning of chapter ⇒ <i>Technical Information '2 - Mobile phone2 - Mobile phone'</i>
<b>3 - Navigation</b>	see main chapter below.
<b>4 - Audio/Video</b>	see chapter ⇒ <i>Technical Information '4 - Audio'</i>
Go to the beginning of document ⇒ <i>Technical Information 'Overview of chapters:'</i>	

## 3 - Navigation:

Overview of the affected topics:

- **Display** — Telephone number of POI is not displayed (from 18-01)
- **Display** — The list of traffic information is sometimes empty (from 18-01)
- **Function** — Scale is not displayed (from 18-01)
- **Function** — Navigation restarts automatically (from 18-01)
- **Function** — Route guidance freezes (from 18-01)
- **Function** — Very long routes do not remain displayed (from 18-01)
- **Navigation** — The "learning process" for smart routing has been optimized (from 18-01)

**Topics in detail:**

Display: 

Subject:	<b>Telephone number of POI is not displayed.</b> (from 18-01)
During POI selection using the "truffle search", <b>no telephone numbers are displayed</b> at times.	

Display: 

Subject:	<b>The list of traffic information is sometimes empty.</b> (from 18-01)
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Function: 

Subject:	<b>Scale is not displayed.</b> (from 18-01)
"Start" - "Stop" is not displayed at times on the map. Sometimes the scale or the "Center to Car" function is not available.	

Function: 

Subject:	<b>Navigation restarts automatically.</b> (from 18-01)
The Navigation system can restart automatically due to a memory overflow.	

Function: 

Subject:	<b>Route guidance freezes.</b> (from 18-01)
Route guidance freezes and cannot be cancelled.	

Function: 

Subject:	<b>Very long routes do not remain displayed.</b> (from 18-01)
If route guidance is interrupted when very long routes are shown, route guidance must be restarted.	

Navigation: 

Subject:	<b>The "learning process" for smart routing has been optimized.</b> (from 18-01)
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**Link:** End of chapter 3 - Navigation.

⇒ Select another main chapter in this document or go back to the beginning:

Main chapter:	Link:
<b>1 - Entire system</b>	see chapter ⇒ <i>Technical Information '1 - Entire system:1 - Entire system:'</i>
<b>2 - Mobile phone</b>	see chapter ⇒ <i>Technical Information '2 - Mobile phone2 - Mobile phone'</i>
<b>3 - Navigation</b>	Go to beginning of chapter ⇒ <i>Technical Information '3 - Navigation:3 - Navigation:'</i>
<b>4 - Audio/Video</b>	see main chapter below.
Go to the beginning of document ⇒ <i>Technical Information 'Overview of chapters:'</i>	

#### 4 - Audio/Video

Tuner, media player, USB:

##### Overview of the affected topics:

- **Function** — The system crashes when selecting a radio station (18–01)
- **Function** — Reception via tuner audio is not possible after using online radio (from 18–01)
- **Function** — There are implausible entries in the iPod playlist (from 18–01)
- **Function** — The lists on a Bluetooth device cannot be used (from 18–01)
- **Function** — **Only for Bose sound system:** No sound after switching source from Mono to Tuner (from 18–01)
- **Function** — **Only for Burmester sound system:** A short "plop" sound can be heard after a telephone call or after using voice control (from 18–01)

##### Topics in detail:

Function:

Subject:	<b>The system crashes when selecting a radio station.</b> (from 18–01)
The system can crash when you select a radio station. The system then restarts automatically.	

Function:

Subject:	<b>Reception via tuner audio is not possible after using online radio.</b> (from 18–01)
If the PCM is switched from online radio to tuner radio when there is no longer any reception in online mode, the tuner radio may not work.	
⇒ <b>Remedial action: Change from "FM" to "AM" and then back to "FM".</b>	

Function:

Subject:	<b>There are implausible entries in the iPod playlist.</b> (from 18–01)
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Function:

Subject:	<b>The lists on a Bluetooth device cannot be used.</b> (from 18-01)
The media lists on a connected Bluetooth device cannot be used.	

Function:

Subject:	<b>Only for Bose sound system: No sound after switching source from Mono to Tuner.</b> (from 18-01)
There is no sound when the source is switched from Mono (e.g. Mono podcast) to the tuner (Bose).	

Function:

Subject:	<b>Only for Burmester sound system: A short "plop" sound can be heard after a telephone call or after using voice control.</b> (from 18-01)
A short "plop" sound can come from the loudspeakers of the Burmester sound system after a telephone call or after using voice control.	

Link:

**End of the chapter 4 - Audio/Video.**

⇒ **Select another main chapter in this document** or go back to the beginning:

Main chapter:	Link:
<b>1 - Entire system</b>	see chapter ⇒ <i>Technical Information '1 - Entire system:1 - Entire system:'</i>
<b>2 - Mobile phone</b>	see chapter ⇒ <i>Technical Information '2 - Mobile phone2 - Mobile phone'</i>
<b>3 - Navigation</b>	see chapter ⇒ <i>Technical Information '3 - Navigation:3 - Navigation:'</i>
<b>4 - Audio/Video</b>	Go to the beginning of chapter ⇒ <i>Technical Information '4 - Audio/Video'</i>
Go to the beginning of document ⇒ <i>Technical Information 'Overview of chapters:'</i>	

Invoicing:

The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
91522550	Programming central computer	

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

<b>Location (FES5)</b>	91100	Front display + operator control unit
<b>Damage type (SA4)</b>	1614	Function not as specified

References: ⇒ *Workshop Manual '915225 Programming central computer data update'*

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