

Technical Information

66/18 ENU 2706

Service

Complaint - Battery, Vehicle Electrical System Has Low Battery Voltage: Follow special instructions (66/18)

Model Line:	Cayenne (9YA)
Model Year:	As of 2018

Subject: Battery, vehicle electrical system

Information:

Information

In the event of a complaint about **low battery voltage in the vehicle electrical system** and/or if the **vehicle cannot be started or unlocked**, the following instructions must be followed before doing any other work.

Read out the hardware version from the instrument cluster and life cycle data from the gateway as described below (under 'Conditions'):

 \Rightarrow If the hardware version that is read out = "011" and the life cycle data value is "20" at least once,

- a Vehicle Analysis Log (VAL) must be created and attached to the PQIS claim and
- the work described under 'Action required' must be carried out.

Information

If the **instrument cluster is de-energised at a later time** (e.g. battery is disconnected; battery voltage is too low or connector is disconnected from the instrument cluster), this **measure must be repeated**.

Conditions: Read out values from the instrument cluster and gateway:

1.0	Control units ' Overview '	'Instrument cluster'	select	•F12"
1 1	'Extended	Read off the value:	If value = ' 011 '	
1.1	identification'	'Hardware version'	AND	
1.2	Control units ' Overview '	'Gateway'	select	•F12"
1.3	'Actual values'	'Life cycle data'	select	•F12"

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1.4	' Select All' (or only History data_68_ECU relevant)	select	•F12"
1.5	Read off values: • History data_68_ECU_1 • History data_68_ECU_2 • History data_68_ECU_3 • History data_68_ECU_4 • History data_68_ECU_5	If the value = '20' at least once: ⇒ Carry out the described measure.	

Tools:

9900 - PIWIS Tester 3 with software version 37.600.010 (or higher) installed

• Battery charger with a current rating of at least 90 A. We recommend VAS 5908 - battery charger 90A, for example

Remedial Action: 1 **Preliminary work:**

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NOTICE

Voltage drop

- Risk of irreparable damage to control unit
- Risk of damage to control unit
- Fault entries in the control unit
- Coding in the control unit is aborted
- Malfunctions in control unit, even during programming
- \Rightarrow Before disconnecting the control unit, switch off ignition and remove ignition key.
- \Rightarrow Make sure that the power supply is not interrupted during programming.
- ⇒ Connect battery charger/power supply Suitable for AGM Type batteries, recommended current rating of 90A fixed voltage 13.5V to 14.5V.

NOTICE

Coding will be aborted if the WLAN connection is unstable.

• An unstable WLAN connection can interrupt communication between PIWIS Tester 3 and the vehicle communication module (VCI). As a result, coding/programming may be aborted.

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⇒ During control unit coding/programming, always connect PIWIS Tester 3 to the vehicle communication module (VCI) via the USB cable.

i Information

The procedure described here is based on the **9900 - PIWIS Tester 3** software version **37.600.010**.

The PIWIS Tester instructions take precedence and in the event of a discrepancy, these are the instructions that must be followed.

A discrepancy may arise with later software versions for example.

- 1.1 Connect a battery charger with a current rating of at least 90 A.
- 1.2 Switch on the ignition using the **original driver's key**. On vehicles with "Porsche Entry & Drive", do this by replacing the control unit in the ignition lock with the original driver's key if necessary.
- 1.3 **9900 PIWIS Tester 3** with software version **37.600.010** (or higher) installed must be connected to the vehicle communication module (VCI) via the **USB cable**. Then, connect the communication module to the vehicle and switch on the PIWIS Tester.
- 1.4 On the PIWIS Tester start screen, call up the \Rightarrow 'Diagnostics' menu.

The diagnostic application is then started and the control unit selection screen is populated.

Carry out required measure:

	Menu \Rightarrow	Control = unit/Function	\Rightarrow Action \Rightarrow	confirm/execute
	Instructions/	'information or	 → Result/conse- quence of action 	
2.0	Control units ' Overview '	'Additional menu'	call up	•F7"
2.1	\Rightarrow Follow instruct	ions:		
	Create Vehiclecarry out any c	Analysis Log (VAL) if nece campaigns that are availab	ssary and le for the vehicle.	• Yes" / •No" / •F12"
2.2		'Maintenance of vehicle data'	select	•F12"
				•F12"
2.3	Va Auxiliary heating from 9M	Value:	change	•F12"
		from 9M0 to ' 9M9 '	change	Press •F8" to save

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2.4	Control units ' Overview '	'Air conditioning and PCM5.0'	select	•F12"
2.5	'Coding/progra- mming'	'Automatic coding'	select	•F12"
	If coding is not completed successfully (error message "Coding was not completed successfully"), coding must be repeated .			

3 \Rightarrow Once coding is completed successfully, a new submenu "Heating" will appear in the "Air conditioning" menu on the PCM5.0 display:

- 3.1 Select the "Heating" menu and
- 3.2 set "Timer 1" to 'Active'.

This completes the measure and the vehicle must be restored to its original status:

4.0	Control units ' Overview '	'Additional menu'	call up	•F7"
4.1		'Maintenance of vehicle data'	select	•F12"
				•F12"
4.2 Auxiliary heating	Value: from 9M9 back to ' 9MO '	change	•F12"	
		g-	Press • F8" to	
				save
4.3	Control units ' Overview '	'Air conditioning and PCM5.0'	select	•F12"
4.4	'Coding/progra- mming'	'Automatic coding'	select	•F12"
	If coding is not com successfully"), cod	pleted successfully (error m ing must be repeated .	essage "Coding was not co	ompleted

3 Subsequent work:

- 3.1 Read out and erase all fault memories.
- 3.2 Switch off the ignition.
- 3.3 Disconnect the PIWIS Tester from the vehicle.
- 3.4 For vehicles with Porsche "Entry & Drive", replace the original vehicle key in the ignition lock with the control panel again.
- 3.5 Switch off and disconnect the battery charger.

End of action required.

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The work involved is invoiced under the labor operation: Invoicing:

APOS	Labor operation	I No.
27062500	Programming vehicle electrical system batteries	

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

Location (FES5)	27060	Vehicle electrical system battery
Damage type (SA4)	4053	Loss of power/voltage drop

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