

Symptom - Body Exterior - Diagnostic Key Client Error Message "No Information Available": Re-coding Rear-end Electronics Control Unit (SY 135/19)

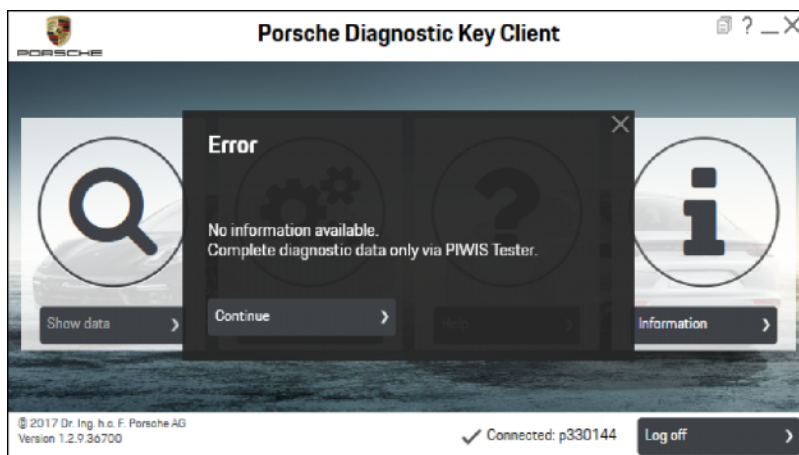
Vehicle Types: **Panamera (971)/Panamera 4 (971)/Panamera 4 E-Hybrid (971)/Panamera 4S (971)/Panamera GTS (971)/Panamera Turbo (971)/Panamera Turbo S E-Hybrid (971)**

Model Year: **As of 2017 up to 2019**

Equipment: Keyless Entry & Go central locking system (I-no. 4F2, 4F6) and Sports Sedan (I-no. K8S) and short wheelbase (I-no. OE1)

Subject: **Control unit for rear-end electronics**

Symptom: When reading out the Porsche Diagnostic Key in the Diagnostic Key Client, the error message "No information available. Complete diagnostic information only available using the PIWIS Tester" appears.



Porsche Diagnostic Key Client error message

Cause: Due to a software error, the diagnostic data is not written to the driver's key (Diagnostic Key) on the affected vehicles.

Remedial action: If this problem occurs, the rear-end electronics control unit must be re-coded.

Required tools

- Tools:
- **9900 - PIWIS Tester 3** with installed PIWIS Tester software **version 37.900.000** (or higher)
 - **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 - Battery charger 90A** or equivalent.

Preparatory work

NOTICE

Fault entry in the fault memory and/or control unit coding aborted due to low-voltage.

- Increased current draw during diagnosis or control unit coding can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the coding process.
- ⇒ Before getting started, connect a suitable battery charger with a current rating of at least 90 A to the jump-start terminals.

NOTICE

Control unit coding will be aborted if the WiFi connection is unstable.

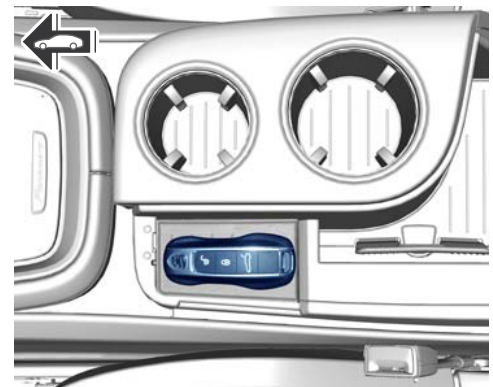
- An unstable WiFi connection can interrupt communication between the PIWIS Tester and the vehicle communication module (VCI). As a result, coding may be aborted.
- ⇒ During control unit coding, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.

NOTICE

Control unit coding will be aborted if the driver's key is not recognized

- If the driver's key is not recognized in the vehicle, coding cannot be started or will be interrupted.
- ⇒ Place the driver's key with the back facing down into the front left storage compartment in the center console to guarantee a continuous radio link between the vehicle and the driver's key.

- Work Procedure: 1 Place the driver's key with the back facing down into the front left storage compartment in the center console (emergency start tray) to guarantee a continuous radio link between the vehicle and the driver's key (⇒ *Emergency start tray*).
- 2 Carry out general preliminary work for control unit coding as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Preliminary work"*.



Emergency start tray

Re-coding rear-end electronics control unit

NOTICE

Use of a PIWIS Tester software version that is older than the prescribed version

- Measure is ineffective

⇒ **Always use the prescribed version or a higher version of the PIWIS Tester software for control unit coding.**

Work Procedure: 1 The basic procedure for coding a control unit is described in the Workshop Manual ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Programming"*.

Specific information on control unit coding in the context of this Technical Information:

Required PIWIS Tester software version:	37.900.000 (or higher)
Type of control unit coding:	Control unit coding using the 'Automatic coding' function for the control unit: 'Rear-end electronics' control unit – 'Coding/programming' menu – 'Automatic coding' function.
Coding sequence:	Read and follow the information and instructions on the PIWIS Tester during the guided coding sequence. Do not interrupt coding. When coding is complete, the message "Coding has been completed successfully" is displayed and a tick appears in the 'Status' box.
Procedure if control unit coding is not successful :	Repeat control unit coding.

Concluding work

Work Procedure: 1 Carry out general subsequent work for control unit coding as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Subsequent work"*.

Invoicing

Invoicing: For documentation and warranty invoicing, enter the labor operation and PQIS coding specified below in the warranty claim:

APOS	Labor operation	I No.
57892501	Coding rear-end electronics control unit (38 TU)	

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

Location (FES5)	96620	Remote control (hand-held transmitter)
Damage type (SA4)	1614	Function not as specified

References: ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

⇒ *Technical Information '966200 Additional information about the "Porsche Diagnostic Key" (remote control) in the event of complaints (86/17)'*

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