PORSCHE

Technical Information	Service
	145/19 ENU 9944 9

Symptom in Vehicle interior - Remote Access Option Not Available in the PCM After Initial Commissioning: Loosening and Securing Ground Strap for Battery (SY 145/19)

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

Model Year: **As of 2018**

Equipment: **PCM 5.0**

Subject: **Connect control unit**

Symptom: After initial commissioning of the vehicle and after deactivating flight mode, the Remote access option remains greyed out and is not available in the PCM.

Cause: The Connect control unit is not registered on the backend during initial commissioning.

Remedial
Action: Loosen and secure ground strap for battery.

Required tools

Tools: • **9900 - PIWIS Tester 3** with installed PIWIS Tester test software **version 38.600.020** (or higher)
                • **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 - Battery charger 90A or equivalent.**

Preparatory work

Work Procedure: 1   Remove battery cover, see ⇒ *Workshop Manual '271219 Removing and installing battery cover'*.

Loosening and securing ground strap for battery

Work Procedure: 1   Switch on ignition and make sure that you have sufficient mobile phone and satellite reception.

                2   Loosen ground strap for battery, see ⇒ *Workshop Manual '978509 Loosening and securing ground strap for battery'*.

                3   Wait 5 minutes.

                4   Secure ground strap for battery, see ⇒ *Workshop Manual '978509 Loosening and securing ground strap for battery'*.

                5   Switch on the ignition.

                6   Wait 10 minutes.

7   Check status of Remote access option in the PCM.

- Highlighted in white: Read out the fault memory in **9900 - PIWIS Tester 3** and erase it.
- Greyed out: Make sure that flight mode is deactivated and repeat the procedure from Step 3. If the fault is still present after the second attempt, create a VAL and PRMS ticket.

Concluding work

Work Procedure: 1   Install battery cover, see ⇒ *Workshop Manual '271219 Removing and installing battery cover'*.

2   Carry out work required after disconnecting the battery, see ⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*.

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.
99444101	Repairing Connected Security	

PQIS coding:

Location (FES5)	99440	Connected Security
Damage type (SA4)	1612	does not function at times

References: ⇒ *Workshop Manual '2706IN External power connection, jump-lead starting'*

⇒ *Workshop Manual '271219 Removing and reinstalling battery cover'*

⇒ *Workshop Manual '978509 Loosening and securing ground strap for battery'*

⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*