

Symptom - White Message in the Instrument Cluster "Emergency Call Function Fault - Service Necessary" (SY 127/19)

Vehicle type: **Cayenne (9YA)**

Model Year: **As of 2019**

Country/market: USA (C02)

Equipment: USA (I-no. IV2)

Subject: **Connect and instrument cluster control units**

Symptom: **White error message in the instrument cluster "Emergency call function fault - Service necessary"**

Cause: Due to a fault in the Connect control unit, the message "Emergency call function fault - Service necessary" is displayed unjustifiably **in the instrument cluster** if a roaming partner's **mobile network is not available** or if the **emergency call function is not installed**.

The availability of the emergency call system (if installed) should only be indicated by the status LED in the roof console (green ⇒ available/red ⇒ not available).

Remedial Action: Re-code the Connect and instrument cluster control units using the PIWIS Tester with software version **38.800.030** (or higher) installed.

Date of Introduction: Adapted software is used from:

Date	November 6, 2019
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Required tools

- Tools:
- Battery charger with a current rating of **at least 90 A** and - if required - **also** with a **current and voltage-controlled charge map** for lithium starter batteries, e.g. **Battery Charger, 90 A**
 - **9900 - PIWIS Tester 3** with PIWIS Tester software version **38.800.030** (or higher) installed

Re-coding Connect and instrument cluster control units

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 starting control unit coding, connect a suitable battery charger with a current rating of at least 90 A to the vehicle.

NOTICE

Coding will be aborted if the WLAN 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 in the area in front of the storage compartment under the armrest (emergency start tray) in order to guarantee a permanent radio link between the vehicle and driver's key.

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.

**Information**

The procedure described here is based on the PIWIS Tester 3 software version **38.750.015**.

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.

Procedure: **Re-code the Connect and instrument cluster control units automatically using the PIWIS Tester.**

Required PIWIS Tester software version:	38.800.030 (or higher)
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Type of control unit coding:	Control unit coding using the 'Automatic coding' function for the control unit: Select the 'Connect' and 'Instrument cluster' control units in the control unit selection screen and re-code them using the 'Coding/Programming' menu and the 'Automatic coding' function.
Coding sequence:	Read and follow the information and instructions on the PIWIS Tester during the guided procedure. 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.

Invoicing

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

APOS	Labor operation	I No.
902540	Programming instrument cluster (31 TU)	

PQIS coding:

Location (FES5)	91960	Emergency call system
Damage type (SA4)	1611	does not function

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