

Symptom in Vehicle Interior - After Deactivating Transport Mode, PCM Screen Does Not Perform the Selected Function: Reset Central Computer (SY 30/20)

Model line: **Taycan (Y1A)**

Model Year: **As of 2020**

Subject: **Porsche Communication Management (PCM) central computer**

Symptom: Touch operation via the PCM central display and the control panel in the center console is partly not possible. The touch commands for e.g. CAR, NAV, Media, Air conditioning and Settings are detected but not executed.

Cause: When the transport mode is activated during production, individual modules of the PCM may not be fully shut down and corrupt data is therefore saved in the PCM, which can no longer be deleted. As a result, the fault pattern described occurs.

Remedial Action: Reset the central computer to factory settings using the **PIWIS Tester**.

Required tools

- Tools:
- **9900 - PIWIS Tester 3** with installed PIWIS Tester software **version 39.200.010** (or higher)
 - **Battery charger** with a current rating of **at least 90 A**, e.g. **Battery charger 90A**.

Preparatory work

- Work Procedure: 1 Remove plenum panel cover, see ⇒ *Workshop Manual '85221901 Removing and installing plenum panel cover'*.
- 2 Connect and switch on battery charger, see ⇒ *Workshop Manual '270689 Charging vehicle electrical system battery'*.

Reset instrument cluster to factory settings

- Work Procedure: 1 Connect the **PIWIS Tester** to the vehicle and switch on the **PIWIS Tester**.
- 2 Switch on the ignition.
- 3 Start diagnostics.
- 4 Select "**central computer**" control unit.
- 5 Select the "**Maintenance/repairs**" tab.

- 6 Select the menu item **"Reset to factory settings"** and press **•F12"** to continue.
- 7 Follow the instructions on the Tester.
- 8 Check whether inputs are entered in the front display and operator control unit (PCM). If this is not the case, repeat the procedure starting from Step 6.

**Information**

If the fault is still present after the third attempt, replace the central computer ⇒ *Workshop Manual '915255 Replacing central computer'*.

- 9 Switch off the ignition.
- 10 Disconnect the PIWIS Tester from the vehicle.

Concluding work

- Work Procedure: 1 Switch off and disconnect the battery charger.
- 2 Push on protection cap on positive terminal of the external power connection.
 - 3 Install plenum panel cover, see ⇒ *Workshop Manual '85221901 Removing and installing plenum panel cover'*.

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.
91524900	Reworking central computer	

PQIS coding:

Location (FES5)	91100	Front display and operator control unit
Damage type (SA4)	1612	Does not function in some cases

References: ⇒ *Workshop Manual '85221901 Removing and installing (front) plenum panel cover'*
 ⇒ *Workshop Manual '270689 Charging vehicle electrical system battery'*

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