

**Symptom - Body Exterior - Hybrid Vehicle Cannot Be Charged Using 208 V Main Power Supply. Install New Software on Porsche Universal Charger (AC). (SY 153/19)**

Vehicle type: **Panamera Hybrid (971)**  
**Cayenne Hybrid (9YA/9YB)**

Model Year: **As of 2017 up to 2020**

Equipment: Charging socket AC type 1 mode 2-3 (NAR/Japan) (I-no. ES1)

Subject: **Porsche universal charger (AC) (2nd generation charging cable)**

Information: **Hybrid vehicles with a Porsche universal charger (AC) cannot be charged using the 208 V main power supply.**

Affected part numbers:

Part No.	SW (old)	SW (new)
7PP971675AA/AB	0612 or 0613	0614
9Y0971675BA/BB	0126 or 0127	0128

Remedial Action: Install new software on the Porsche universal charger.

Tools:

- **9900 - PIWIS Tester 3** with PIWIS test software **version 39.100.035** (or higher) installed
- **Diagnostic adapter for high-voltage charging system**

**General information**



**Working on electric components**

- Risk of burns
  - Risk of short circuit or fire.
- ⇒ Before replacing the power cable or vehicle cable, always disconnect the power cable from the electrical socket.
- ⇒ Only replace cables in a dry environment.
- ⇒ Porsche universal charger (AC) may only be used as a unit comprising power cable, control unit and vehicle cable.

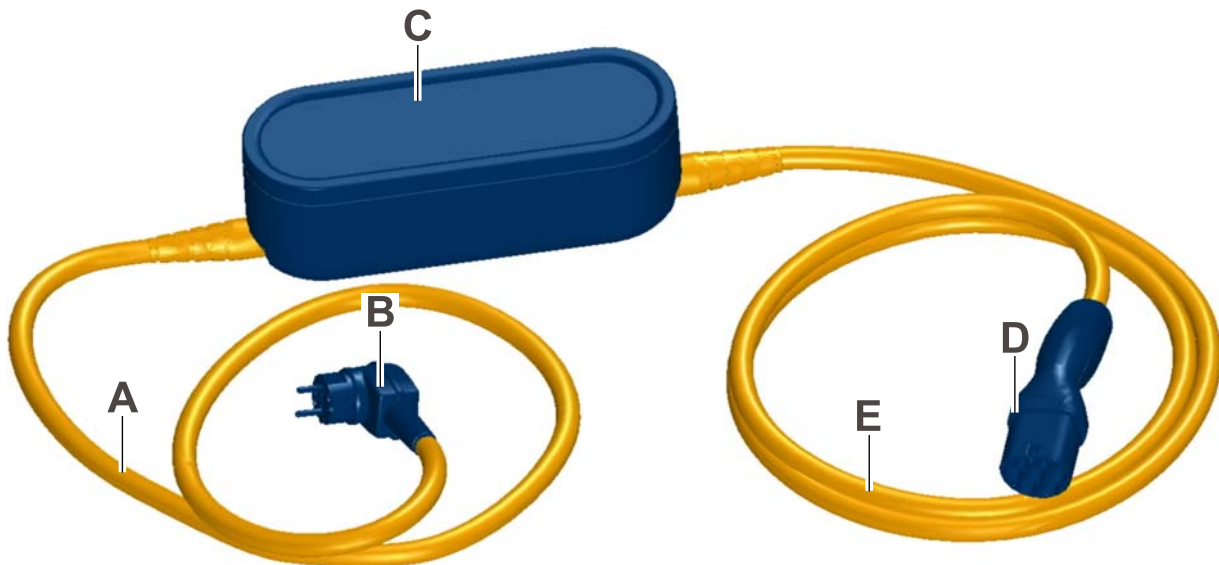
**Information**

Risk of damage to charging equipment.

Charging equipment can be operated in a temperature range from  $-13\text{ }^{\circ}\text{F}$  to  $+95\text{ }^{\circ}\text{F}$  /  $-25\text{ }^{\circ}\text{C}$  to  $+35\text{ }^{\circ}\text{C}$ .

Control unit must not be submerged in water or covered with snow or ice.

Do not expose Porsche universal charger (AC) to direct sunlight over long periods to prevent it from overheating during operation.



*Individual parts of Porsche universal charger (AC)*

- A – Power cable
- B – Power plug (connector for connecting to main power supply)
- C – Operator control unit
- D – Vehicle plug (plug connection for the vehicle)
- E – Vehicle cable

**Work Procedure:****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 programming.



**Information**

The procedure described here is based on the PIWIS Tester 3 software version **39.100.035**.

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 Disconnect the Porsche Universal Charger (AC) from the power supply.
- 2 Unplug the vehicle plug from the vehicle charge port.
- 3 **Diagnostic adapter for high-voltage charging system** must be connected to the Porsche universal charger (AC) and **9900 - PIWIS Tester 3**.
- 4 Connect **diagnostic adapter for high-voltage charging system**, Porsche universal charger (AC) and **9900 - PIWIS Tester 3** to the power supply.



*Connecting adapter*

- 5 Switch on Porsche universal charger (AC) ⇒ *Porsche Universal Charger (AC)* - "**arrow**" -.



**Information**

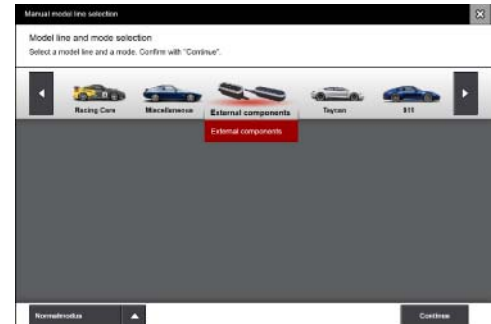
If there is no data exchange between the PIWIS Tester and Porsche universal charger, the Porsche universal charger will switch off automatically after a while. To re-activate it, briefly press the On/Off switch on the Porsche universal charger.

- 6 Start the PIWIS Tester.
- 7 Select **Diagnostics**.



*Porsche Universal Charger (AC)*

- 8 Select the model line **external components** in the **manual model line selection** screen. ⇒ Continue  
⇒ *Manual model line selection.*
- 9 **Re-program universal charging cable.**  
**For specific information on control unit programming during this campaign, see the table below:**



*Manual model line selection*

Required PIWIS Tester software version:	<b>39.100.035</b> (or higher)
Type of control unit programming:	Charging cable programming using the ' <b>Campaign</b> ' function in the <b>Additional menu</b> on the PIWIS Tester by entering a programming code.
Programming code:	<b>X5X5J</b>
Programming sequence:	Read and follow the <b>information and instructions on the PIWIS Tester</b> during the guided programming sequence. During the programming sequence, the <b>universal charging cable</b> is <b>re-programmed</b> and then <b>re-coded automatically</b> . <b>Do not interrupt programming and coding.</b>
Programming time (approx.):	<b>20 minutes</b>
Software version programmed during this campaign:	<b>0614*</b> or <b>0128*</b> Following programming, the software version can be read out from the universal charging cable in the 'Extended identifications' menu using the PIWIS Tester.
Procedure in the event of abnormal termination of control unit programming:	<ul style="list-style-type: none"> <li>• Switch universal charger off and on again.</li> <li>• Read out and delete the fault memory. ⇒ <i>Workshop Manual '094095 Reading out Porsche universal charger (AC) high-voltage fault codes'</i></li> <li>• Repeat programming by entering the programming code again.</li> </ul>

\* The software version programmed on the Porsche universal charger depends on the software that was originally installed on the charger.

- 10 Once programming has been completed successfully, delete the fault memory. See ⇒ *Workshop Manual '094095 Reading out Porsche universal charger (AC) high-voltage fault codes'*.
- 11 Switch off Porsche universal charger (AC).
- 12 **Diagnostic adapter for high-voltage charging system** and **9900 - PIWIS Tester 3** must now be disconnected from Porsche universal charger (AC).

**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.
09062550	Programming battery charger	

PQIS coding:

Location (FES5)	2796A	Charging socket
Damage type (SA4)	9735	Repair in accordance with PAG instructions

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