

Complaint: FoD Update is Not Displayed/Cannot be Performed (164/19)

Vehicle type: **Taycan (Y1A)**

Model Year: **As of 2020**

Subject: **Function-on-Demand (FoD)**

Information: **Procedure in the event of the following customer complaints:**

- FoD update is not displayed in the PCM central display
- FoD update cannot be performed
- FoD update failed

Remedial Action: Check preconditions for FoD update and make changes if necessary.

- 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 **39.000.000** (or higher) installed

Fault finding:

Fault type	Possible cause	Action required
Purchased function-on-demand (FoD) is not displayed in the PCM central display.	Privacy mode activated in the PCM Information: The update cannot be installed while Privacy mode is activated.	Deactivate Privacy mode in the PCM
	No PCM connectivity Information: After you purchase a function-on-demand, the backend tries to send the update to the vehicle for a period of 30 days. If the vehicle has no connectivity during this time, which can be the case in an underground parking garage, for example, the update will be cancelled automatically and the customer	Check connectivity and connect if necessary, see ⇒ <i>Workshop Manual 'OX00IN Connectivity function test'</i>

	must order it again under My Porsche.	
Not all purchased FoD updates are displayed in the PCM central display.	Only one update can be displayed in the PCM central display at a time. Some updates have a higher priority, e.g. an OTA campaign (Over-the-Air campaign). If this is the case, the update(s) with higher priority must be performed first before the FoD update requested by the customer can be performed. In addition, only the last FoD that was purchased is displayed when several FoD functions are purchased. When this is activated for installation in the PCM, all purchased functions will be installed automatically on the vehicle.	Install the displayed function-on-demand or OTA campaign.
FoD update cannot be installed or the installation is aborted.	Required preconditions are not met. Information: If a precondition is not met, the update will not start.	Check preconditions and meet them if necessary. General preconditions: <ul style="list-style-type: none"> • Parking brake activated • Selector lever in position "P" • Ignition off • Vehicle is stationary Other conditions may apply, depending on the update, e.g. <ul style="list-style-type: none"> • No occupants in the vehicle • Vehicle is not loaded • Doors closed • Vehicle locked These conditions will be displayed in the PCM central display if necessary. To start the update again after meeting the preconditions, switch the ignition on and off again. After doing this

	<p>four times, the message "Function-on-demand could not be performed" appears in the PCM central display. If this happens, proceed as described in the 'Procedure' section below, see ⇒ <i>Technical Information 'OX00IN Resetting failed function-on-demand activation'</i>.</p>
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Resetting failed function-on-demand activation

Work Procedure: 1 Connect a suitable battery charger, e.g. **Battery charger 90A**, to the jump-start terminals in the luggage compartment and switch it on.



Information

Position remote control with the back facing forward upright between the holding struts in the rear cupholder (**emergency start tray**) to guarantee a permanent radio link between the vehicle and remote control ⇒ *Emergency start tray -arrow-*.



Emergency start tray

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3 **9900 - PIWIS Tester 3** must be connected to the vehicle communication module (VCI) via the **USB cable**. Then connect the communication module to the vehicle and switch on the PIWIS Tester.

4 Switch on the ignition.

5 On the PIWIS Tester start screen, call up the '**Diagnostics**' application.

The vehicle type is then read out, the diagnostic application is started and the control unit selection screen is populated.

6 Select the "**Over-the-Air (OTA)**" control unit.

7 Select the "**Maintenance/repairs**" menu.

8 Select "**Reset ORU warning**". Press •F12" to continue.

9 Start resetting ORU warning with •F8" .

- 10 Once it is reset successfully, press •F11" to return to the control unit selection screen ('Overview' menu).
- 11 In the control unit selection screen ('Overview' menu), press •F7" to call up the **"Additional menu"**.
- 12 Select the menu item **"Function enable"** and press •F12" ('Next') to confirm your selection.
- 13 Select the menu item **"Activate function enable"** and press •F12" ('Next') to confirm your selection.
- 14 Once this is activated successfully, **all** control units are coded automatically.
- 15 Read out all fault memories and check and delete any existing fault memory entries.
For instructions, see ⇒ *Workshop Manual '033500 On-board diagnosis (OBD)'*.
- 16 Disconnect the PIWIS Tester from the vehicle.
- 17 Switch off and disconnect the battery charger.

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