

## What to Do If a PCM Software Update Fails

### Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2020	Y1A	N/A	N/A

### Revision History

Revision	Release Date	Changes
0	April 7, 2020	Original document

### Condition

When attempting to update Taycan PCM software, the process will not complete.

### Technical Background

Multiple causes may prevent the PCM software from completing its update routine. For most of these causes, reattempting the update is the best solution.

### Service Information

When an attempted PCM software update fails:

1. Remove the USB flash drive and plug it in again. Retry the software update. You may have to retry this step more than once. Often the update will get progressively further and eventually complete.
2. If multiple attempts at step 1 do not force the software update to complete, on the PCM screen, click on the software module with the error and select "Retry".
3. If step 2 does not force the software update to complete, pull the fuse for the PCM/ central computer. Allow the system to depower and plug in the fuse again. Retry the software update.
4. If step 3 does not force the software update to complete, select "Skip Device". Once the procedure is finished, retry the software update.
5. If steps 1-4 do not help, select "Cancel Update". Allow the car to sleep for at least 30 minutes. Start over from the beginning. Retry the entire PCM software update.

Note:

For WLC5 we recommend allowing the vehicle to sleep for at least 30 minutes after a failed PCM software update. Afterwards, retry the software update.

### Search Items

PCM6, SW, programming, update, frozen, aborted, hanged

---

**Important Notice:** Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

---