

Complaint - Engine Will Not Start: Performing a PVTs Software Update Via the Dealer Web Portal (41/20)

Model line: **918 Spyder**
Cayenne (92A)
Macan (95B)
Panamera (970/971)
Boxster/Cayman (982)
911 Carrera (991)

Model Year: **As of 2010 up to 2021**

- Equipment:
- VTS preparation and Porsche Car Connect (I-no. 7G9)
 - VTS security package and keypad (I-no. 7I0)
 - VTS security package (I-no. 7I2)

Subject: **Control unit for auxiliary alarm system**

Information: The engine cannot be started due to an immobiliser that has been permanently activated due to vibration. The Porsche Vehicle Tracking System (PVTs) is not activated,

Remedial Action: In the event of a customer complaint and if the software version is less than "0930", perform a software update via the dealer web portal.

Performing a software update via the dealer web portal

- Work Procedure: 1 Read out the software version.
- 1.1 Connect the **PIWIS Tester** to the vehicle and switch on the **PIWIS Tester**.
 - 1.2 Switch on the ignition.
 - 1.3 Start diagnostics.
 - 1.4 Select the "**Porsche Vehicle Tracking System (PVTs)**" control unit.
 - 1.5 Select the "**Extended identifications**" tab.
 - 1.6 Check the software version. This must be less than "0930".
 - 1.7 Switch off the ignition.
 - 1.8 **Disconnect the PIWIS Tester** from the vehicle.
- 2 Perform a software update.
- 2.1 Start the Porsche Partner Network (PPN) and call up the dealer web portal.

**Information**

The following conditions must be met for the software update:

- **Sufficient mobile phone and satellite reception**
- **Ignition switched off**

2.2 Select "**Equipment repair**" ⇒ *VIN input-1*- tab.

2.3 Enter the vehicle identification number (VIN) of the vehicle ⇒ *VIN input-2*- and click the "**Search**" ⇒ *VIN input-3*- button. The vehicle settings will be displayed.

Device Repair Request

This section allows you to initiate the procedure for repairing a device.

Vehicle Identification Number (VIN)

Vehicle model: CAYMAN
 Contract status: ACTIVATED
 Country of service: Germany
 Remote: Subscribed 2018-05-22 - 2023-05-22
 Safety: Not subscribed -
 VTS: Not subscribed -
 Driver cards (Ib, IDs): 2
 6735030
 6735050
 Radio Keys (Ib, IDs): 7
 6735031
 6735032
 6735033
 6735034
 6735035
 6735036
 6735037
 Transport mode: OFF
 Garage Mode: OFF
 Disarmed mode: OFF
 Geofence: OFF
 Speed limit: 91 KMH
 Crank Inhibition: UNLOCKED
 Timer 1: 0 2000-01-01T00:00:00
 Timer 2: 0 2000-01-01T00:00:00
 Timer 3: 0 2000-01-01T00:00:00
 Timer 4: 0 2000-01-01T00:00:00
 Timer 5: 0 -
 Timer 6: 0 -

VIN input

2.4 Start the software update by clicking the "**Repair**" ⇒ *VIN input-4*- button. Once the update has been completed successfully, the message "Your vehicle configuration has been updated" appears briefly.

**Information**

If the update is not successful even after the third attempt, please get in touch with your local Vodafone service provider.

For US customers & dealers: 1-866-253-1742

For Canada customers & dealers: 1-866-265-5829

Email: porscheconnect.telematics@vodafone.com

2.5 Check whether all settings ⇒ *Equipment repair -1-* are the same. Then click the **"Create Report"** ⇒ *Equipment repair -2-* button.



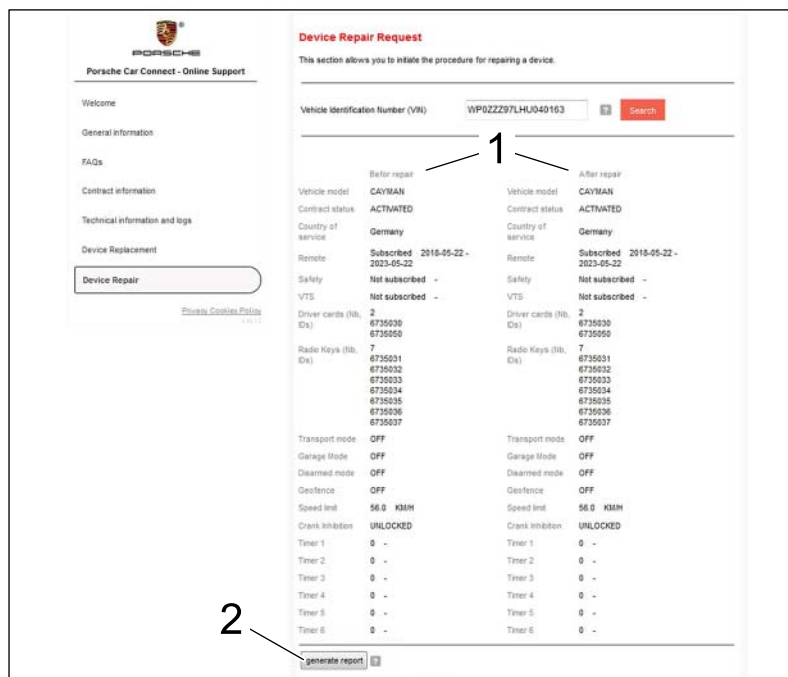
Information

If there are variations in the settings, please get in touch with your local Vodafone service provider.

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For Canada customers & dealers: 1-866-265-5829

Email: porscheconnect.telematics@vodafone.com



Equipment repair

2.6 The immobiliser ⇒ *Immobiliser deactivated -1-* must be deactivated after the update has been completed successfully.

VIN Number		WP0ZZZ97LHU040163	Contract Number		0100089649
Report status		FAIL			
	before repair	after repair			
Vehicle model	CAYMAN	CAYMAN			
Contract status	Activated	Activated			
Country of service:	Germany	Germany			
Remote Service	Subscribed 2018-05-22 - 2023-05-22	Subscribed 2018-05-22 - 2023-05-22			
Safety Service	Not Subscribed -	Not Subscribed -			
Security Service	Not Subscribed -	Not Subscribed -			
Number of Driver cards	2, 6735030, 6735050	0			
Number of Remote keys	7, 6735031, 6735032, 6735033, 6735034, 6735035, 6735036, 6735037	0			
Garage mode	Off	-			
Transport mode	Off	-			
Disarmed mode	Off	-			
Geofence	Off	Off			
Speed limit	56.0 KM/H	Off			
Timer 1	0-	--			
Timer 2	0-	--			
Timer 3	0-	--			
Timer 4	0-	--			
Timer 5	0-	--			
Timer 6	0-	--			
Crank inhibition	Locked	Unlocked 1			

OTAP_CONF_KEEP : INVALID_MODE

Immobiliser deactivated

- 3 Read out the software version.
 - 3.1 Connect the **PIWIS Tester** to the vehicle and switch on the **PIWIS Tester**.
 - 3.2 Switch on the ignition.
 - 3.3 Start diagnostics.
 - 3.4 Select the "**Porsche Vehicle Tracking System (PVTs)**" control unit.
 - 3.5 Select the "**Extended identifications**" tab.
 - 3.6 Check the software version. This must be "0930".
 - 3.7 Switch off the ignition.
 - 3.8 **Disconnect the PIWIS Tester** from the vehicle.

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.
90642510	Programming the control unit for the auxiliary alarm system	

PQIS coding:

Location (FES5)	90640	The control unit for the auxiliary alarm
Damage type (SA4)	1619	system does not start

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