

**Loss of a Driver's Key While Transporting the Vehicle (31/12)**

**Change overview**

Version	Date	Change
0	September 7, 2012	First publication
1	May 4, 2020	Vehicle types added

Vehicle Type: **911 Carrera – all models (991/992)**  
**Boxster/Cayman – all models (981/982)**  
**Panamera – all models (970/971)**  
**Cayenne – all models (92A/9YA)**  
**Macan – all models (95B)**  
**Taycan – all models (Y1A)**

Model Year: **As of 2010**

Concerns: **Driver's key** (also referred to below simply as "remote control")

Information: **Loss of a driver's key while transporting the vehicle:**  
**Instructions and procedure** in the event of the loss of a driver's key **while transporting the vehicle** (prior to vehicle delivery to the dealer).

Action Required: If the loss of a driver's key is discovered during vehicle delivery (to the dealer), always proceed in accordance with the procedure described below:

- The **complete set of locks must be replaced**.
- The missing driver's key **must not** (in compliance with anti-theft measures) be replaced by a **single new driver's key** (remote control).



**Information**

**As soon as the ordering process for a new set of locks/remote control (hand-held transmitter) is active, no further teaching processes must be carried out for the old set of locks/remote control in order to comply with safety regulations.**

If this requirement is not met, the new set of locks/remote control will be blocked and can no longer be taught. **This work cannot be invoiced under warranty.**

The new set of locks must be taught using the supplied remote control (hand-held transmitter).

The set of locks consists of:

- Lock mechanism (with mechanical components),  
⇒ *Figure 1 -A-* and
- two remote controls (incl. emergency keys),  
⇒ *Figure 1 -B-*.

If a replacement set of locks is required, a new set of locks is made specifically for the vehicle and this then has to be adapted or taught to suit the vehicle.

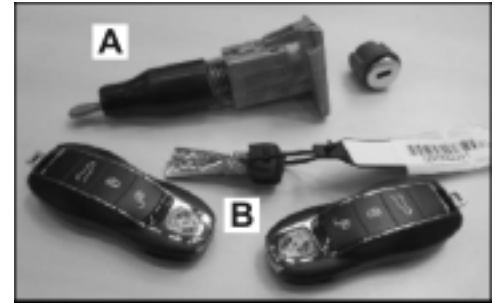


Figure 1

Tools: **9818 - PIWIS Tester II**

Working Time: 57172000: Removing and installing door lock Labor time: **258 TU**

68111900: Removing and installing glove compartment lock Labor time: **22 TU**

96625500: Replacing remote controls Labor time: **39 TU**  
Includes: Teaching remote controls.

References: ⇒ *Workshop Manual '571719 Removing and installing door lock'*

⇒ *Workshop Manual '681119 Removing and installing glove compartment lock'*

For further information, see also ⇒ *Technical Information '570800 Spare parts requirements for set of locks/remote control/emergency key (98/11)'*

**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.

© 2020 Porsche Cars North America, Inc.