

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

Revision: This bulletin replaces bulletin Group 9, 41/20, dated May 1, 2020.

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

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

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.

Note: This software update pertains to vehicles with hardware version 2145 and will not work on vehicles with hardware version 2148. Please note the ECU hardware version using the PIWIS tester.

- 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**
- **Note:** To perform the update on a vehicle that does not have a customer contract set up, activate the vehicle using the dealership demo account. Perform the update as directed above and then remove the vehicle from the demo account. Activating the vehicle in this way will not start the customer's free year of CONNECT.

2.2 Select "**Device 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.**Information**

Note: Please try several times, if the following error message is displayed and the device repair request cannot be executed: "**This device is not eligible to the repair process**"

Porsche Car Connect - Online Support

Welcome

General information

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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 (Hb, ICs): 2
6735030
6735050

Radio Keys (Hb, ICs): 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

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.

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

Email: porscheconnect.telematics@vodafone.com

Device Repair Request



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

Vehicle Identification Number (VIN):

Before repair		After repair	
Vehicle model	CAYMAN	Vehicle model	CAYMAN
Contract status	ACTIVATED	Contract status	ACTIVATED
Country of service	Germany	Country of service	Germany
Remote	Subscribed 2018-05-22 - 2023-05-22	Remote	Subscribed 2018-05-22 - 2023-05-22
Safety	Not subscribed -	Safety	Not subscribed -
VTS	Not subscribed -	VTS	Not subscribed -
Driver cards (Nb, IDs)	2 6735030 6735050	Driver cards (Nb, IDs)	2 6735030 6735050
Radio Keys (Nb, IDs)	7 6735031 6735032 6735033 6735034 6735035 6735036 6735037	Radio Keys (Nb, IDs)	7 6735031 6735032 6735033 6735034 6735035 6735036 6735037
Transport mode	OFF	Transport mode	OFF
Garage Mode	OFF	Garage Mode	OFF
Disarmed mode	OFF	Disarmed mode	OFF
Geofence	OFF	Geofence	OFF
Speed limit	56.0 KMH	Speed limit	56.0 KMH
Crank inhibition	UNLOCKED	Crank inhibition	UNLOCKED
Timer 1	0 -	Timer 1	0 -
Timer 2	0 -	Timer 2	0 -
Timer 3	0 -	Timer 3	0 -
Timer 4	0 -	Timer 4	0 -
Timer 5	0 -	Timer 5	0 -
Timer 6	0 -	Timer 6	0 -

Equipment repair

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

 		Telematics Device Upgrade Report	
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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