

**Complaint - Call Accept Button Does not Function at Times with Apple iPhone®:
Re-Programming Instrument Cluster Control Unit (101/19)**

Change overview

Version	Date	Change
0	January 10, 2020	First publication
1	July 20, 2020	Remedial action added

Model line: **Macan (95B)**

Model Year: **As of 2019 up to 2020**

Subject: **Instrument cluster control unit**

Information: When using Apple iPhones, no calls can be accepted using the Call accept button on the multi-function steering wheel after connecting via Bluetooth®.

Cause: This fault can occur because of a communication problem between the instrument cluster control unit and Modular Infotainment System (MIB).

Remedial Action: In the event of a customer complaint, check the software version and re-program the instrument cluster with the appropriate programming code.

Overview of the software versions affected

Software version	Model year
1830	2019 only
0833	2019 only
0835	2019 and 2020
0838	2020 only
0839	2020 only



Information

- The total time required for control unit programming is **approx. 100 minutes**.
- This software update also corrects the complaint "Continuous tone of the ParkAssist buzzer sporadically cuts out: Re-programming instrument cluster control unit" (see Technical Information 85/20).

Required tools

- Tools:
- **9900 - PIWIS Tester 3** with installed PIWIS Tester test software **version 39.400.030** (or higher)
 - **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 Battery charger 90A**.

Preparatory work

NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**
- ⇒ **Before getting started, connect a suitable battery charger with a current rating of at least 90 A to the jump-start terminals.**

NOTICE

Control unit programming will be aborted if the WLAN connection is unstable.

- **An unstable WiFi connection can interrupt communication between the PIWIS Tester and the vehicle communication module (VCI). As a result, programming may be aborted.**
- ⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- **If the driver's key is not recognized in vehicles with Porsche Entry & Drive, programming cannot be started or will be interrupted.**
- ⇒ **Switch on the ignition using the original driver's key. To do this, replace the control unit in the ignition lock with the original driver's key if necessary.**

Work Procedure: 1 Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"*.

- 2 Read out the software version.
 - 2.1 Connect the **PIWIS Tester** to the vehicle and switch on the **PIWIS Tester**.
 - 2.2 Switch on the ignition.
 - 2.3 Start diagnostics.
 - 2.4 Select "**Instrument cluster**" control unit.
 - 2.5 Select the "**Extended identifications**" tab.
 - 2.6 Read out and note the software version.

Re-programming instrument cluster control unit

Work Procedure: 1 The basic procedure for programming a control unit is described in the Workshop Manual ⇒

Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Programming".

Specific information on control unit programming in the context of this Technical Information:

Required PIWIS Tester software version:	39.400.030 (or higher)
Type of control unit programming:	Control unit programming using the "Campaign" function in the Additional menu on the PIWIS Tester by entering a programming code.
Software version: 1830	Programming code: H8B6C
Software version: 0833	Programming code: S2T8E
Software version: 0835, 0838, 0839	Programming code: C6P3X
Programming sequence:	Read and follow the information and instructions on the PIWIS Tester during the guided programming sequence. During the programming sequence, the instrument cluster control unit is re-programmed and then automatically re-coded . Do not interrupt programming.
Programming time (approx):	100 minutes
Software version programmed during this campaign:	0841 Following control unit programming, the software version can be read out of the instrument cluster control unit in the ⇒ 'Extended identifications' menu using the PIWIS Tester.

Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Fault finding"</i> .
Procedure in the event of abnormal termination of control unit programming:	Repeat control unit programming by restarting programming.

Invoicing

Invoicing: For documentation and warranty invoicing, enter the PQIS coding and labor operations specified below in the warranty claim:

APOS	Labour operation	I No.
90250100	Checking instrument cluster	
90252500	Programming instrument cluster	

PQIS coding:

Location (FES5)	9162	Multi-function buttons on steering wheel
Damage type (SA4)	1612	Do not function at times

References: ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

⇒ *Technical Information '915025 Symptom - Body exterior - ParkAssist buzzer sporadically cuts out: Re-programming instrument cluster control unit (SY 82/20)'*

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.