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:	⇒ Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Fault finding"'.
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)'