

Porsche ID - Selected Password is Not Being Accepted

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2020	Y1A	N/A	N/A

Revision History

Revision	Release Date	Changes
0	September 3, 2020	Original document

Condition

There is a possibility that the selected password is not being accepted during the registration process for the Porsche ID.

Technical Background

The reason for this is that the selected password is larger than 15 bytes. Letters and numerical characters are 1 byte and special characters are 1 or 2 bytes.

The following table shows the different characters with the associated byte size.

Characters	Byte
Letters: a – z, A – Z	1 byte
Numerical characters: 0 – 9	1 byte
Special characters: ! " \$ % & / () = ? . - _ , # ' + > < @ ~ ^	1 byte
Special characters: ü, ö, ä, §, ` , ´, °, €, μ, ³ , ²	2 byte

Service Information

Please advise and assist customers to define a password totaling no more than 15 bytes. This information is also shared with the Porsche Call Centers.

Integration of this information into customer-facing portals is being investigated.

A software update to correct this issue is planned for release before the end of calendar year 2020.

This document will be updated as soon as new information becomes available.

Search Items

Porsche ID, registration process, password, Taycan, Y1A, 2019

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