

Complaint - PCM Update Cannot be Performed/Stops. Observe Specified Procedure (101/20)

Model Line: **Taycan (Y1A)**

Model Year: **As of 2020**

Subject: **Porsche Communication Management (PCM 6.0) central computer**

Information: **There is a possibility that a central computer (PCM) software update via USB storage medium is not performed successfully and an error message is displayed on the PIWIS Tester ⇒ *Error message on PIWIS Tester.***

	Status
Vehicle identification	✓
Check USB mass storage	✓
Prepare for installation	✓
Setpoint/actual state of software adjustment	✓
Install software update	✗
Automatic coding	?
Check PCM status	?

INFORMATION

Installation failed
 The software could not be installed. Make sure that:

- no faults are entered in the PCM.
- the installation is not canceled.
- the vehicle-related software data is available on the USB mass storage device.
- only the USB mass storage device containing the software data is inserted in the USB slot of the central computer.

For more information, see the "Technical Information" (TI 101/20) in the PCSS.

Error message on PIWIS Tester

Remedial Action: **Observe the procedure described under 'Work Procedure' to avoid having to replace the central computer (PCM).**

Work Procedure

If control unit programming stops and an error message is displayed on the PIWIS Tester ⇒ *Error message on PIWIS Tester*, proceed as follows:

	Status
Vehicle identification	✓
Check USB mass storage	✓
Prepare for installation	✓
Setpoint/actual state of software adjustment	✓
Install software update	✗
Automatic coding	?
Check PCM status	?

INFORMATION

Installation failed

The software could not be installed. Make sure that:

- no faults are entered in the PCM.
- the installation is not canceled.
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- only the USB mass storage device containing the software data is inserted in the USB slot of the central computer.

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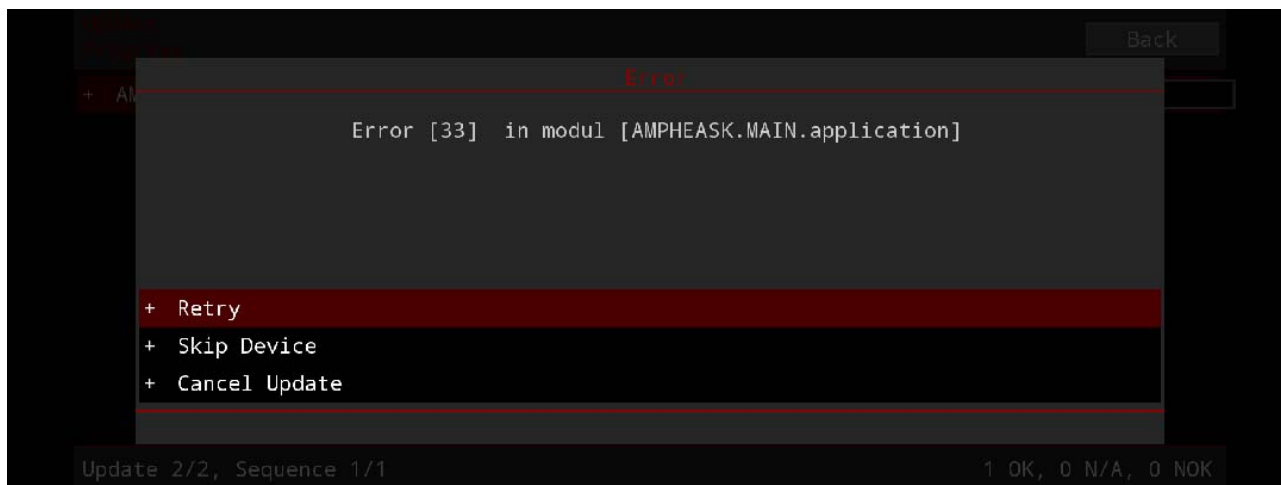
Error message on PIWIS Tester

- 1 Check the PCM central display to see whether all modules were installed ⇒ *Overview of modules -OK-* or whether one or more modules are marked with the status NOK (Not OK).
 - If all modules are installed ⇒ *Overview of modules -OK-*, continue with Step 5 ⇒ .
 - If one or more modules are marked with NOK or if an error message is displayed ⇒ *Error module*, continue with Step 2 ⇒ .

Update Summary	
INIC	-
ExceptionList	OK
MMX3	OK
CP	-
IOC	-
MMX3_POSTSCRIPT	OK
DU1206	-
DU1207	-
TNRREF	-
TUNER_MERCURY	-

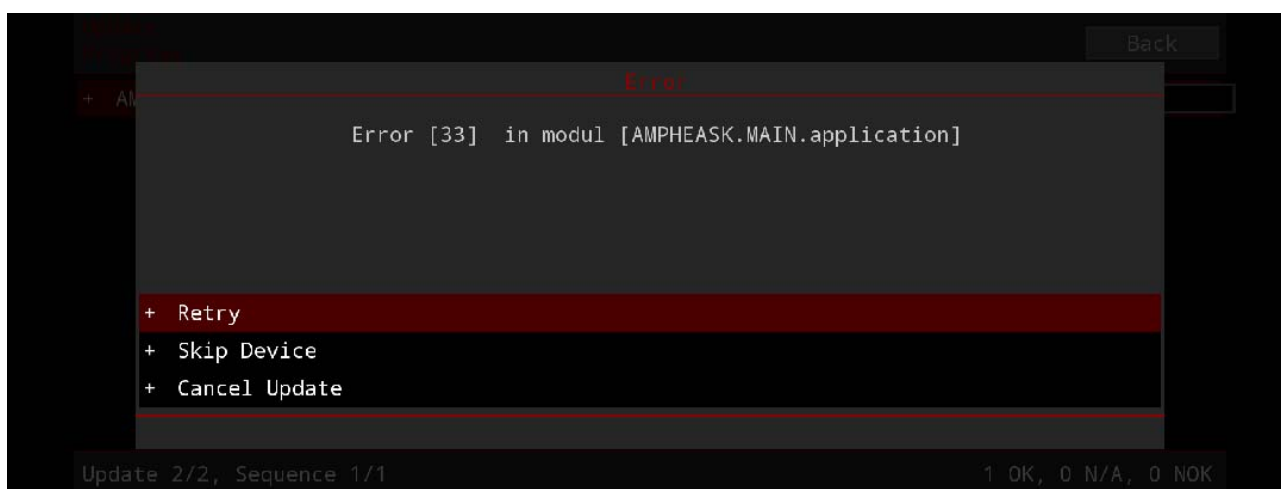
Release: MPR3_ER_P0646_E3377

Overview of modules



Error module

- 2 Click on **'Retry'** in the **'Error' module** ⇒ *Error module*. Carry out the procedure several times if necessary if the update continues and then stops again.



Error module

- 3 If programming is still not performed, remove and re-insert the USB storage medium and carry out the procedure several times if necessary if the update continues and then stops again.
- 4 Subsequent procedure:
 - If the update is installed successfully, continue with Step 5 ⇒ .
 - If the update is not installed successfully or if the central computer (PCM) no longer starts, contact your importer's Technical Support team to decide how to proceed.
- 5 Select the 'PCM (central computer)' control unit on the PIWIS Tester and select the 'Automatic coding' function in the 'Coding/programming' menu.
Once coding has been completed successfully, read out and delete the fault memory.

End of remedial action.

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