# Advanced Technical Information

Bulletin #: 2016 Part ID: 9981

## Porsche Mobile Charger Connect Diagnosis and utilizing the Web Application

### **Vehicles Affected**

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment	
Taycan	As of 2020 up to 2021	Y1A	N/A	N/A	

### **Revision History**

Revision	Release Date	Changes
0	October 13, 2020	Original document

#### Condition

Diagnostic information from the Porsche Mobile Charger Connect (PMCC) (I-Nr. NW2) can be used to assist with customer complaints pertaining to charging or the 12-volt vehicle electrical system battery, for example.

#### **Technical Background**

The PMCC control unit is equipped with various sensors and function monitors. Diagnostic information, event logs, and trouble codes (DTCs) can then be found through the Porsche Mobile Charger Connect Web Application accessible through local IP query or the PMCC Hotspot.

## PORSCHE

# Advanced Technical Information

Bulletin #: 2016

Part ID: 9981

### **Service Information**

This information currently applies to the Porsche Mobile Charger Connect (a.k.a. ICCPD High) provided with all new Taycans sold in USA & Canada to date. Refer to the information below in addition to the respective Manual for instructions, notices, and warnings.

Existing documentation for the PMCC and the PMCC Web Application:

- Operating Manuals
  - PMCC Installation Manual (9Y0.012.701-ROW)
  - PMCC Operating Manual (9Y0.012.003-ROW)
  - PMCC Web Application Customer Service (MCC\_CS 01-A)
  - PMCC Web Application Home User (MCC\_HU 01-A)
  - www.porsche.com provides Video Tutorials in addition to the Operating Manuals listed above
- PCSS
  - WM, 998100 Troubleshooting Charging
- PIWIS Tester III with Special Tool VAS 611 009
  - Diagnostics --> External components --> Charging Cable
  - Guided Fault Finding --> Manual Vehicle and fault code selection --> External components --> Universal charging able

### Reading Diagnostic Trouble Codes (DTCs) from the Porsche Mobile Charger Connect (PMCC)

#### Hardware needed:

- PMCC Power Supply Cable (either 110V or 208-240V supply cable will work)
- PMCC "control unit" (the main charger unit)
- A PC or Smartphone

#### Accessing DTCs:

- 1. Plug in and turn on the PMCC
  - a. NOTE: If 'energy saver' mode is active on the PMCC, it will go to sleep and not be remote accessible after a few minutes. Recommend switching off 'energy saver' mode during diagnosis.
- 2. Use the charger controls to access Network Settings -> turn WiFi On and Hotspot On
  - a. Write down the PMCC Hotsport Name and IP address
- 3. Using a PC or Smartphone, search for available WiFi networks and connect to the PMCC Hotspot (Network: ICCPD-000\*SERIALNUMBER\*)



# Advanced Technical Information

Bulletin #: 2016

Part ID: 9981

- 4. Open your internet browser (i.e. Chrome, Safari, Firefox) and go to 192.168.0.1
  - a. NOTE: When logging in via private or local IP address, a security warning may be shown on the browser. In the warning message in your browser, select <u>Advanced</u> then <u>Add exception</u> (or similar). The SSL certificate is confirmed and the web application opens
  - b. Afterwards, the following site will open (see Image 1)



Image 1

5. Log into the PMCC as Customer Service

a.

- The passwords required to access the PMCC Web App as Home User or Customer Service can be found multiple ways:
  - i. Printed on the "Letter containing access data" included with new vehicle purchase or with a new PMCC purchased via Porsche Parts
  - ii. Via PCSS -> Vehicle -> Charging Products -> [PMCCSerialNumber] -> Additional Information

AfterSales	
------------	--



# Advanced Technical Information

Bulletin #: 2016

×

Part ID: 9981

- 6. Save a record of DTCs from the Web Application
  - a. Go to **Settings -> Service** and scroll down to **Event log** (see Image 2)
  - b. Click the hyperlink for each DTC and create a Screenshot containing <u>all</u> DTC data (see Image 3)
    - i. This data can also be copied & pasted into a notepad or document to be saved & shared (just be sure to capture all DTC information)

<ul> <li>A Not secure   192.168.5</li> <li>Web.Application</li> </ul>	0.224/settings/maintenance		Q, ☆ Log # Sustainer service		
		73.*		DTC 0x401000	
	_	PONEC-E			
Dverview   Charging Connections Se	ingi		9	Event log information	
© System	Service		o	Beckend Senar Authentienties	Fablar
E Owging				Backend Server Addrendcadon	renier
✓ Service	Device informatio	on		Event log code	0x401000
	Manufacturer Pactoumber	Ponsche 91/09/21A7CR		Time stamp	September 22, 2020 2:31 PM
	Serial number	00009807			(UTC-04:00)
	Fordware version	H15 10290-00008007		Status	4
	Total run time info	ormation		Svetam enanehot	
	Total energy consumption	110.493803	01	oyacom anapanoc	
	Tatal charging time	15.56.47 Hours		General	
	Diagnostic		in the second	operationTime	0 h
	Persistence space	92%.free	in	m4coreStatus	OPERATIONAL (2)
	System space	5.7% free		mac	16:152:195:136:95:172
	CPU temperature	429.000			
	Plug temperature	73.9		Power and Charging	
				chargingState	ACTIVE (6)
	Event log		e e e e e e e e e e e e e e e e e e e	acCurrentL1	23.0 A
	Active event log	None	c c	acCurrentL2	0.0 A
	Passive event log (9)	0x40100x, 0x40100	0	acCurrentL3	0.0 A
		04/02/07, 04/02/07,		acVoltagel 1	226.0 V
		0×#1000. 0×#1001.		contracting of the	22001
		0.49005		acvoitageL2	0.0 V
	Empty eventing			acVoltageL3	0.0 V
				opPlcModemStatus	ON (1)
	Software update		2	opPwm	5%
	Software version	2014		cpHigh	5.0 V
	Web application version	2211	01	cpLow	-11.0 V
	Powerboard version	1011		Processor	
			10	eaul and	126
	C Percent sciowart opcase		17	opucuau	1376
	0			InuxRamEree	B4 MB
	Exporting will save the setting	gs of the device. No passwords or personal data, such as the thanging history, will be saved. Use the import function to restore the settings.		rootPart1FreeMem	Not available
	Assign a password to protect y	your backup file.		rootPart2FreeMem	497 MB
	E Depart	M import:	g	userdataPart1FreeMem	667 MB
				userdataPart2FreeMem	209 MB
	Factory settings		°	Network and connections	
	When resetting the device to f	factory settings, all personal data and settings will be deleted.	l l	conoMorStatus	CONNECTED (1)
		Imago 2		a sid Ma dara Chakus	DIDGONNEOTED (D)
		iiiiaye z		guuricModemStatus	DISCONNECTED (U)
				witiModemStatus	UFF (0)
				zigbeeModemStatus	OFF (0)
				Temperatures	
			9	tempCable	Not available
				tempLod	120 °F
				tempRelay1	144 °F

Image 3

### **Search Items**

Y1A, Taycan, high-voltage battery, 12-volt battery, vehicle electrical system battery, storage, parking, maintainer

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.

