

Taycan – OTA Control Unit fault U110100, “Component protection active”

Vehicles Affected

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

Revision History

Revision	Release Date	Changes
0	November 24, 2020	Original document

Condition

A software error when writing component protection data can lead to Over the Air - Function Controller (OTA-FC) fault code U110100, “Component protection active.”

As a result, customers may find vehicle information in the Connect app or the Customer Web Portal is inaccurate, displaying vehicle data or location from several days ago.

Technical Background

The software task for writing the non-volatile memory data takes too long, and cannot be aborted after the control unit is already shut down. The memory is then corrupted with no further write access permitted. The software routine is revised as of model year 2021, identified by OTA-FC control unit software version 1218 or higher.

The failed memory writing task which causes this fault code in 2020 vehicles does not occur in every case. If the subject fault code is triggered as a result of corrupted memory, then the control unit will require replacement.

Service Information

If the OTA-FC fault code U110100, "Component protection active" is stored, first attempt component protection commissioning using the PIWIS Tester III. If the fault remains after component protection commissioning, then the control unit will require replacement.

As of this publication, the newest replacement OTA control unit is listed as part number 9J1.907.018.Q. The OTA control unit is referred to as the "Control unit for online services" in the parts catalog.

NOTE for vehicles with an active [Car Security Package](#): the customer must put the vehicle in Service Mode before performing repairs on the vehicle. The Car Security Package is an optional component of the Porsche Vehicle Tracking System. If the customer Logs Out of Connect in the PCM or performs the PCM Factory Reset function while attempting to resolve the Connect issue, for example, then they will not be able to log into the vehicle again. When attempting to log in, the PCM will display the message, "Incorrect Username and Password" until the control unit is replaced.

Therefore, it is recommended that customers remain logged into Connect in the PCM until diagnosis and repairs can be performed on the vehicle.

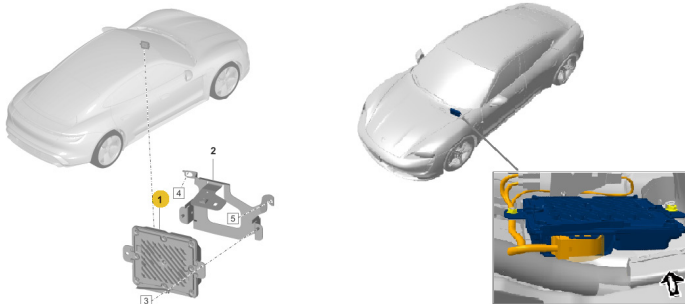
If the vehicle enters "Theft Mode" because repairs began before the customer could enable Service Mode, for example, then it is recommended to contact the Secure Operating Center (SOC) to deactivate "Theft Mode".

The SOC can be reached via phone.

USA: 1-855-826-7500

CAN: 1-866-872-5354

Please document case information in PCSS in detail.



Warranty

If the OTA-FC requires replacement for this fault code, then please code the "cause" as follows:

Cause location:	9198	Over-the-air control unit
Cause symptom:	040	Electrical faults

Search Items

Taycan; OTA; over the air; control unit fault; U110100; "Component protection active"

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