

**Complaint - Navigation in the PCM is Loading Very Slowly or does Not Start: Observe Specified Procedure (173/20)**

Model Lines: **Macan (95B)  
Cayenne (9YA)**

Model Year: **As of 2018 up to 2019**

Concerns: **Porsche Communication Management (PCM) central computer**

Information: After Navigation is selected in Porsche Communication Management (PCM), it is only loaded very slowly or does not start. A black screen is visible for several minutes and the message 'Starting Navigation' appears.

The following additional errors can occur:

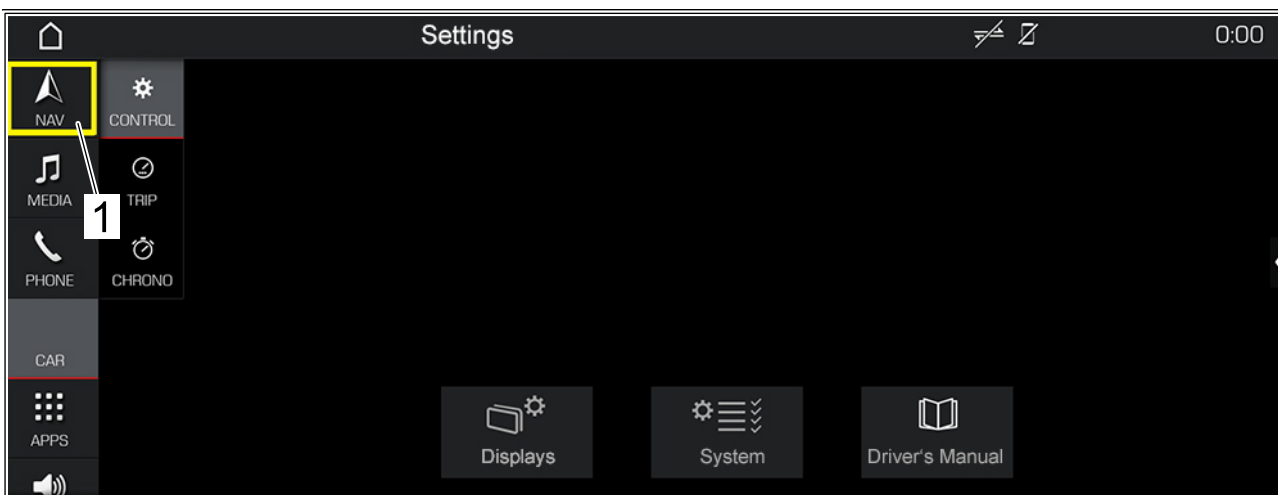
- Navigation function temporarily not available.
- Navigation data temporarily unavailable.

Action Delete all data in the menu item 'Navigation settings' under 'Personal routes'.

Required:

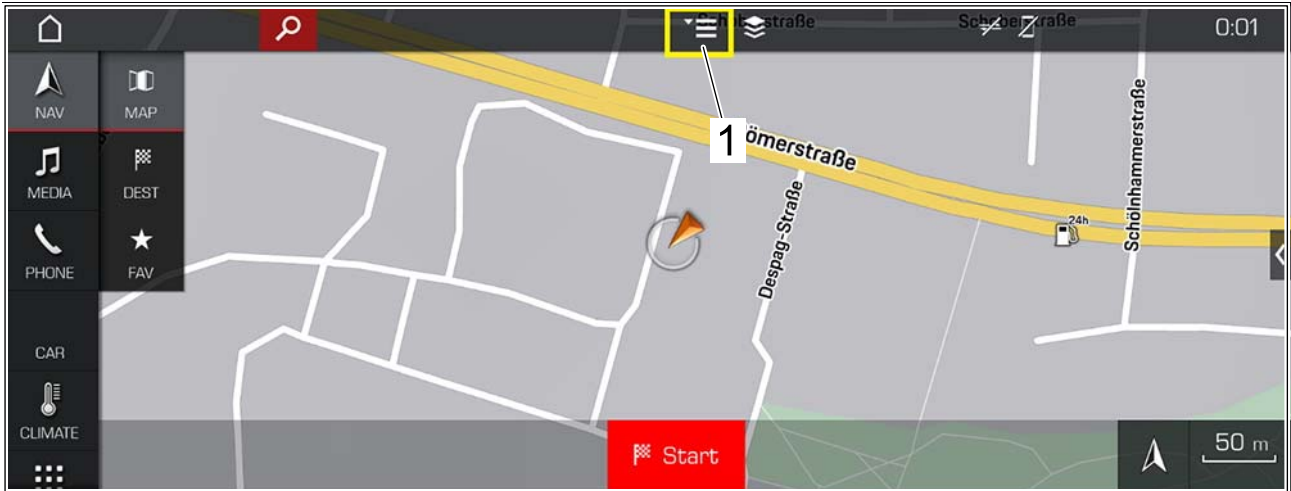
**Delete personal route data**

Work Procedure: 1 On the main menu 'Settings', select 'Navigation' ⇒ *Main menu -1-*.



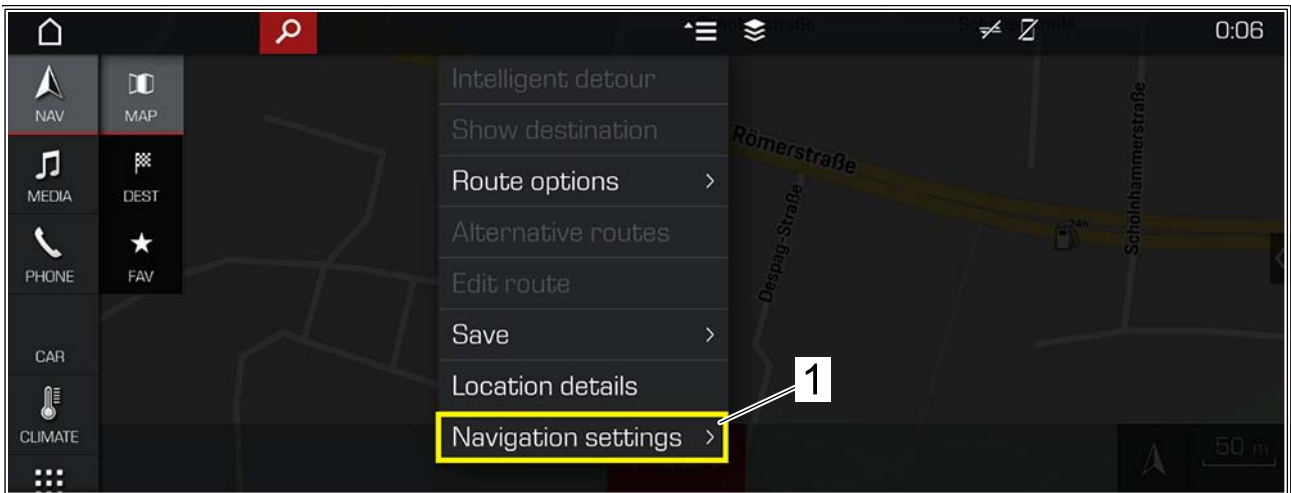
*Main menu*

2 Select drop-down menu 'Options' ⇒ *Options drop-down menu -1-*.



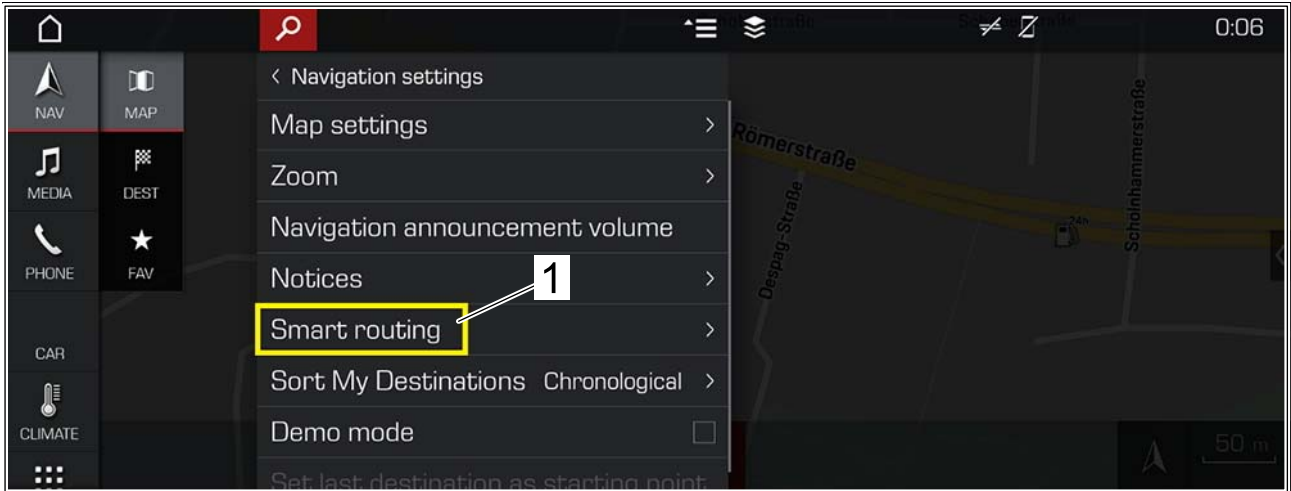
*Options drop-down menu*

3 Select menu item 'Navigation settings' ⇒ *Navigation settings menu item -1-*.



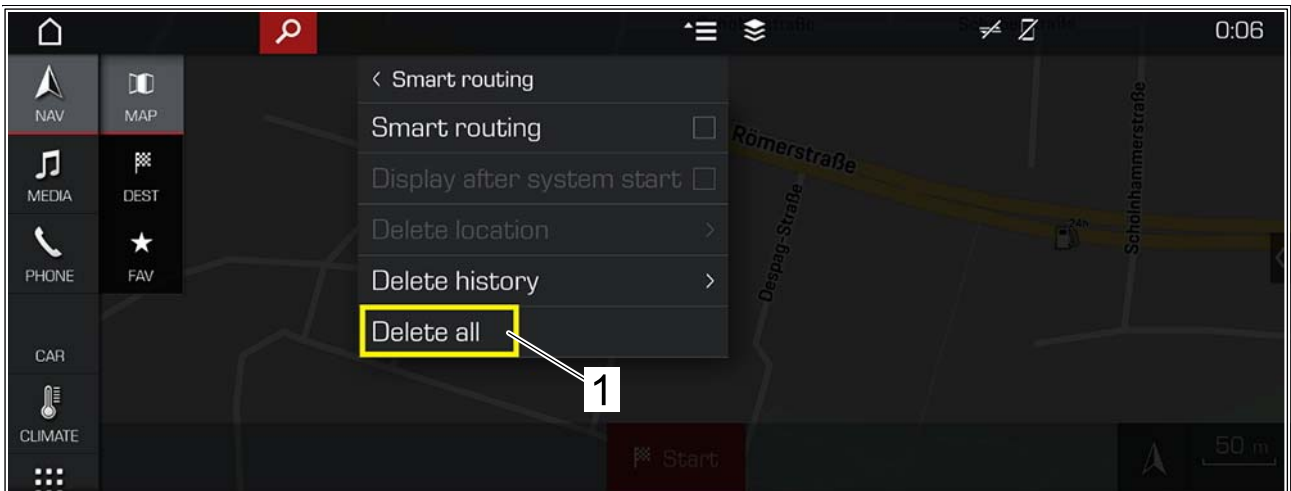
*Navigation settings menu item*

4 Select menu item 'Personal routes' ⇒ *Personal routes menu item -1-*.



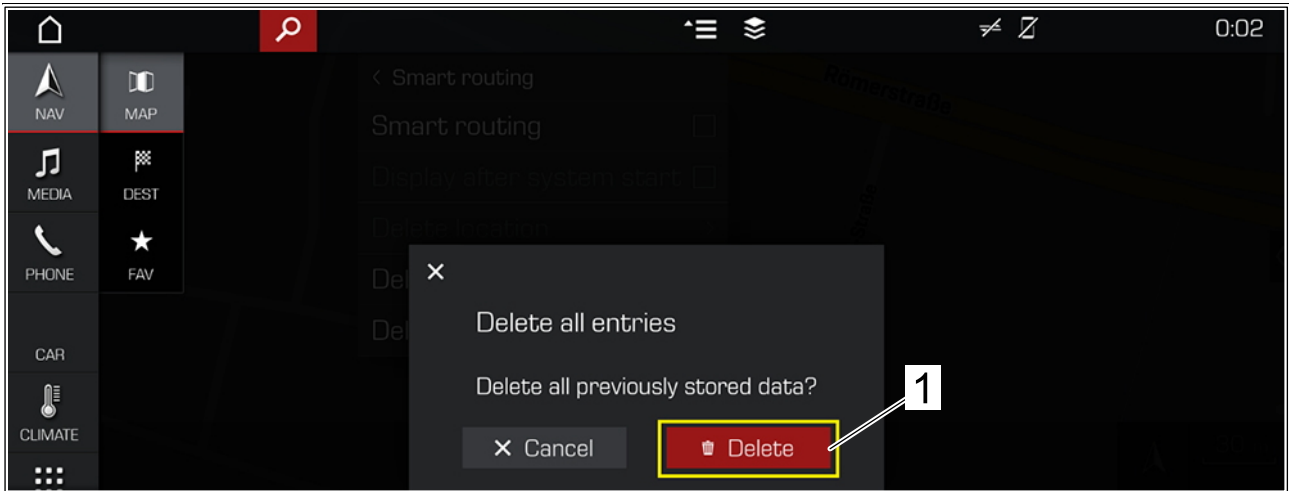
*Personal routes menu item*

5 Select menu item 'Delete all' ⇒ *Delete all menu item -1-*.



*Delete all menu item*

6 Select the 'Delete' button ⇒ *Delete button-1*.



*Delete button*

If the problem persists, please proceed as follows:

- 6.1 Select drop-down menu 'Options'.
- 6.2 Select menu item 'Navigation settings'.
- 6.3 Select menu item 'Personal routes'.
- 6.4 Deactivate the 'Personal routes' function.

## Invoicing

For documentation and warranty invoicing, enter the PQIS coding specified below in the warranty claim:

|                   |       |                   |
|-------------------|-------|-------------------|
| Location (FES5)   | 91520 | Central computer  |
| Damage type (SA4) | 1611  | does not function |

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