Symptom in Vehicle interior - Failure of all Displays in the Instrument Cluster: Re-Programming Instrument Cluster Control Unit (SY 169/20)

Model Line: **911 Carrera (992)**

Model Year: **2020**

Concerns: **Instrument cluster control unit**

Symptom: In the instrument cluster, the displays Speed & Assist, tachometer, digital speedometer, Car & Info, fuel level and coolant temperature have failed.

Cause: Excessively long display texts in conjunction with other complex operations can result in this fault type.

Remedial Action: In the event of a customer complaint, check the software version and re-program the instrument cluster with the appropriate programming code.

ℹ️ Information

If the vehicle is affected by workshop campaigns AKC1 or WKL7 and they have not yet been carried out, these must be carried out in advance of the workshop visit.
Otherwise, programming cannot be performed.

ℹ️ Information

The total time required for control unit programming is **approx. 5 minutes**.

Required tools

ℹ️ Information

The new 911 (992) is equipped with either a **lithium starter battery** (I-no. J2A) **or** an **AGM starter battery** (I-no. J0V, J4K) as standard.
This depends on the following:

•   Country version

•   Model type

•   Vehicle equipment

Lithium starter batteries must only be charged using a **suitable battery charger** that has a current and voltage-controlled charge map.

For further information about the battery chargers to be used, see ⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*.

Tool:
- Battery charger with a current rating of **at least 90 A** and, if required, **also** with a **current and voltage-controlled charge map** for lithium starter batteries, e.g. **VAS 5908 battery charger 90A**
- **9900 - PIWIS Tester 3** with PIWIS Tester software version **39.850.010** (or higher) installed

Preparatory work

NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**

⇒ **Before getting started, connect a suitable battery charger with a current rating of at least 90 A to the jump-start terminals.**

NOTICE

Control unit programming will be aborted if the WLAN connection is unstable.

- **An unstable WiFi connection can interrupt communication between the PIWIS Tester and the vehicle communication module (VCI). As a result, programming may be aborted.**

⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- **If the driver's key is not recognized in vehicles with Porsche Entry & Drive, programming cannot be started or will be interrupted.**

⇒ **Switch on the ignition using the original driver's key. To do this, replace the control unit in the ignition lock with the original driver's key if necessary.**

Work Procedure: 1   Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"'.*

2   Read out the software version.

   2.1   Connect the **PIWIS Tester** to the vehicle and switch it on.

   2.2   Switch on ignition.

   2.3   Start diagnostics.

   2.4   Select **"Instrument cluster"** control unit.

   2.5   Select the **"Extended identifications"** tab.

2.6   Check the software version.

- If the software version is '0206', re-program the instrument cluster control unit.
- If the software version is already '0215', end of action required.

Re-programming instrument cluster control unit

NOTICE

Use of a PIWIS Tester software version that is older than the prescribed version

- **Measure is ineffective**

⇒   **Always use the prescribed version or a higher version of the PIWIS Tester software for control unit programming and coding.**

Work Procedure: 1   The basic procedure for programming a control unit is described in the Workshop Manual ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Programming"'.*

Specific information on control unit programming in the context of this Technical Information:

Required PIWIS Tester software version:	**39.850.010** (or higher)
Type of control unit programming:	Control unit programming using the **'Campaign' function in the Additional menu** on the PIWIS Tester by entering a programming code.
Programming code:	**X5A5L**
Programming sequence:	Read and follow the **information and instructions on the PIWIS Tester** during the guided programming sequence. During the programming sequence, the instrument cluster control unit is **re-programmed** and then automatically **re-coded**. **Do not interrupt programming.**
Programming time (approx.):	**5 minutes**

Software version programmed during this campaign:	**0215** Following control unit programming, the software version can be read out of the instrument cluster control unit in the ⇒ 'Extended identifications' menu using the PIWIS Tester.
Procedure in the event of error messages appearing during the programming sequence:	⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Fault finding"'.*
Procedure in the event of abnormal termination of control unit programming:	Repeat control unit programming by restarting programming.

Concluding work

Work Procedure: 1   Carry out general subsequent work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Subsequent work"'.*

Invoicing

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

APOS	Labor operation	I No.
90250110	Checking instrument cluster	
90252555	Programming instrument cluster	

PQIS coding:

Location (FES5)	90250	Instrument cluster
Damage type (SA4)	1611	does not function

References: ⇒ *Technical Information '9X00IN AKC1 Stop Delivery/Recall campaign - Re-programming operator control unit in front centre console and updating software for various control units'*

⇒ *Technical Information '9X00IN WKL7 Workshop campaign - Updating software for various control units'*

⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*

⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*