

Symptom in Vehicle Interior - Porsche Connect Services Can No Longer be Used: Resetting VTS Theft Alarm (SY 182/20)

Model Line: **911 Carrera (992)
Taycan (Y1A)
Cayenne (9YA/9YB)**

Model Year: **As of 2019**

Concerns: **Porsche Vehicle Tracking System (PVTs) in vehicles with an active Car Security Package**

Symptom: Porsche Connect services cannot be used.

Cause: In vehicles with an active "Car Security Package", the VTS theft alarm was triggered and could not be reset. The Porsche Connect services therefore remain deactivated.

Action required: Reset VTS theft alarm.

Required tools

- Tool:
- **9900 - PIWIS Tester 3**
 - **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 battery charger 90A**.

Resetting VTS theft alarm

Work Procedure: Check the alarm status.

- 1 Connect the PIWIS Tester to the vehicle and switch it on.
- 2 Select
 - **'Connect control unit (incl. PVTs)'** – 911 Carrera (992)/Cayenne (9YA/9YB)
 - **'Connect control unit'** – Taycan (Y1A)
 in the control unit overview.
- 3 Select the **'Actual values'** menu.
- 4 Select **'PVTs'** in the function selection screen and press **•F12"** to confirm. The alarm status can then be read out.
 - No alarm
 - Theft
 - Alarm detected

If the alarm status is **"Theft" or "Alarm detected"**, continue resetting the VTS theft alarm.

If the alarm status is **"No alarm"**, continue fault finding. Something else is causing the fault.

Reset VTS theft alarm.

- 1 Make sure that the vehicle has LTE reception.
 - 1.1 Check reception by checking the LTE icon in the PCM.
- 2 Open the driver's side window, switch off ignition, lock the vehicle and place the key at least 2 metres outside of the reception range of the vehicle.
- 3 Wait at least 30 seconds until the alarm system is active.
- 4 Trigger an alarm by opening the door from inside and wait at least 30 seconds.
- 5 Unlock the vehicle in order to deactivate the alarm.
- 6 Switch on ignition.
- 7 Call the Security Operations Center (SOC) and have the VTS alarm reset **without** 'force terminate'.

The SOC can be reached via phone.

USA: 1-855-826-7500

CAN: 1-866-872-5354



Information

Initial signs when the VTS alarm system was triggered indicate that this was a false alarm.

If the VTS theft alarm cannot be reset, a PRMS ticket must be created.

Then check the alarm status again.

- If the alarm status is **"Theft" or "Alarm detected"**, repeat the procedure.
- If the alarm status is **"No alarm"**, end of action required.

Invoicing

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

Location (FES5)	9944A	Porsche Vehicle Tracking System
Damage type (SA4)	1611	does not function

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