

Symptom in Vehicle Interior - Pop-Up Message in the PCM Cannot be Closed Permanently: Delete and Re-Initialize User (SY 200/20)

Model Line: **Macan (95B)
Cayenne (9YA / 9YB)
911 Carrera (992)**

Model Year: **As of 2018 up to 2020**

Equipment: **Only for vehicles with PCM 5.x**

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

Symptom: After the PCM starts, the following pop-up message appears: 'Do you want to copy the entries from 'My destinations' to online storage?'
Although confirmation is selected using the 'Don't display again' button, the message appears again on the next start.

Cause: A software error can cause this fault type.

Remedial Action: Delete the user from the PCM and initialize the user again using the pairing code.



Information

Please also pass the information about the procedure on to your sales staff in order to inform the customer about this if necessary.

Deleting and initializing users



Information

The customer can perform deletion and initialization independently.
It may be necessary to repeat the procedure every 3 months.

Work Procedure: 1 Delete and initialize users.

- 1.1 Delete the customer's user from the PCM.
 - 1.1.1 Select '**APPS**' in the main menu.
 - 1.1.2 Select drop-down menu '**Options**'.
 - 1.1.3 Select menu item '**Porsche ID Settings**'.
 - 1.1.4 Select menu item '**Delete**'.

- 1.2 Lock the vehicle and place the key at least **2 meter/ 6.6 ft** outside of the reception range of the vehicle.
- 1.3 Wait at least **5 minutes** to make sure that the vehicle is in the idle state.
- 1.4 Start the PCM and initialize the user.
 - 1.4.1 Select menu item '**APPS**'.
 - 1.4.2 Select drop-down menu '**Options**'.
 - 1.4.3 Select menu item '**Porsche ID Settings**'.
 - 1.4.4 Select menu item '**Link ID**'.
 - 1.4.5 Enter the 'Pairing code'.

Invoicing

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

Location (FES5)	91120	Navigation unit
Damage type (SA4)	1614	Function not as specified

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