

Complaint - "Satellite/ Google Earth Map" Function in the PCM is No Longer Available (04/21)



Information

If the vehicle is affected by workshop campaign WG39 or WG49 and the campaign has not yet been carried out, then it must be performed before performing this software update.

⇒ *Technical Information 'WG3900 WG39 Workshop campaign - Performing software update for PCM and instrument cluster'* or ⇒ *Technical Information 'WG4700 WG47 Workshop campaign - Performing navigation map update and software update for PCM and instrument cluster'*

Important: **Supply of SD Cards required for this PCM Update remains limited. One of each SD Card will be automatically shipped to each dealership as soon as possible.**

Model Year: **As of 2017 up to 2018**

Model Line: **Boxster/Cayman (982)
911 Carrera (991)**

Concerns: **Porsche Communication Management (PCM) 4.0**

Information: **Due to an expired service contract, the 'Satellite/ Google Earth map' function is no longer available on vehicles that do not have the latest PCM software.**

Action required: In the event of a customer complaint, perform PCM update, see ⇒ *Workshop Manual '915225 Programming central computer data update'*.

Parts required (982, 991)

Parts Info:	Part No.	Designation – Region	Vehicle assignment	Software
	9P1919360AE	⇒ SD memory card – NAR	I-no. ER3/ER4	1453

Invoicing (982, 991)

Invoicing: Unfortunately, the work involved cannot be invoiced using a new vehicle warranty claim or Porsche Approved Warranty claim for tax reasons. Alternative invoicing options for covering these costs are currently being examined.

Given that this issue is critical for customers, we ask you to implement the solution described above and invoice the costs at a later time.

To ensure customer satisfaction, there should be no further delay in correcting the problem on the customer side and there must also be no costs incurred for customers.

Naturally, we will inform you immediately as soon as we have decided on the invoicing procedure. If you have any questions about this, please contact your importer. Thank you for your cooperation.

References: ⇒ *Workshop Manual '915225 Programming central computer data update'*

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