

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

- Revision: This bulletin replaces bulletin Group 9 04/21, dated March 16, 2021.
- Model Year: **As of 2017 up to 2018**
- Important: **SD Cards required for this Technical Information have been automatically shipped to all US Porsche Dealerships as of March 25, 2021.**
- Model Line: **Panamera (971)**
- Concerns: **Porsche Communication Management (PCM) 4.1**
- 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'*.



**Information**

For model year 2017 vehicles: **Before** performing the SD card update, always read the Technical Information ⇒ *Technical Information '911000 Spare parts requirements - PCM 4.1 operator control unit (front/rear)/central computer: Note modified control concept and integrated system (50/18)'*.

**Parts required**

Parts Info:	<b>Part No.</b>	<b>Designation – Region</b>	<b>Vehicle assignment</b>	<b>Software</b>
	971919360AA	⇒ SD memory card – NAR	I-no. ER3/ER4	1416

**Invoicing**

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.

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

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