

## Engine Will Not Start: Updating PPTS CU Software via Dealer Web Portal

### Vehicles Affected

| Models  | Model Year            | Model Type                                 | VIN Range | Vehicle-Specific Equipment   |
|---|-----------------------|--|-----------|--|
| 918 Spyder<br>Cayenne<br>Macan<br>Panamera<br>Boxster/Cayman<br>911 Carrera | As of 2010 up to 2021 | 918<br>92A<br>95B<br>970/971<br>982<br>991 | N/A       | <ul style="list-style-type: none"> <li>▪ VTS preparation and Porsche Car Connect (I-no. 7G9)</li> <li>▪ VTS security package and keypad (I-no. 7I0)</li> <li>▪ VTS security package (I-no. 7I2)</li> </ul> |

### Revision History

| Revision | Release Date  | Changes  |
|----------|---------------|--|
| 0        | May 1, 2020   | Initial release                                  |
| 1        | June 18, 2020 | Revision 1                                       |
| 2        | June 23, 2021 | Revision 2, converted from global TI to PCNA ATI |

This bulletin replaces TI Group 9, 41/20, dated June 18, 2020.

### Condition

The customer reports the engine will not start, and the instrument cluster may not turn on. An immobilizer error may be displayed in the instrument cluster. The condition can be intermittent. Diagnosis in the workshop confirms the immobilizer is activated and blocking vehicle/engine startup.

### Technical Background

Certain Porsche Vehicle Tracking System (PPTS) control unit (CU) software is susceptible to false theft detection triggered by vibration.

### Service Information

The PVTs CU hardware and software versions must first be checked using the PIWIS Tester.

The PVTs CU hardware version 2145 (or H10, or E50, depending upon PIWIS Tester software interpretation) is designed to handle software updates Over the Air (OTA). If the hardware version is 2145 and the software version is less than 0930, the control unit may be updated via the Dealer Web Portal (also known as the Porsche Car Connect Online Support Portal). If the software update via Dealer Web Portal is not functioning as described below then control unit replacement may be necessary.

If the hardware version is 2148 (or H11 or higher), then an OTA software update is not possible and control unit replacement is necessary.

If the PVTs Control Unit requires replacement, then the correct replacement part should be determined via PET; do not use the part numbers listed in the Workshop Manual or Technical Information. If the Dealer Web Portal indicates the vehicle has an Active Contract, then use the Device Replacement Function in the portal. If there is not an Active Contract, it is not necessary to use the Device Replacement Function in the portal.

**Note:** Customers and Dealership employees can contact the Porsche Car Connect support center by calling 1-866-253-1742. This may be necessary due to security controls limiting vehicle tracking service information and control unit status information.

### Performing a software update via the Dealer Web Portal

1. Read out the control unit software version using the PIWIS Tester
  - a. Select the **"Porsche Vehicle Tracking System (PVTs)"** control unit
  - b. Select the **"Extended identifications"** tab
  - c. Check the software version; it must be less than **"0930"**
2. Perform a software update
  - a. Ensure the PTVS CU has sufficient mobile (GSM) and satellite (GPS) reception
    - i. Note: the PVTs CU contains an embedded SIM card and Vodafone manages data connection for service to this CU. No plug-in SIM is required to perform this update.
    - ii. To perform the update on a vehicle that does not have a customer contract set up, activate the vehicle using the dealership demo account. Perform the update as directed below, then remove the vehicle from the demo account. Activating the vehicle via the demo account allows this update without starting the customer's free trial period of Porsche Car Connect

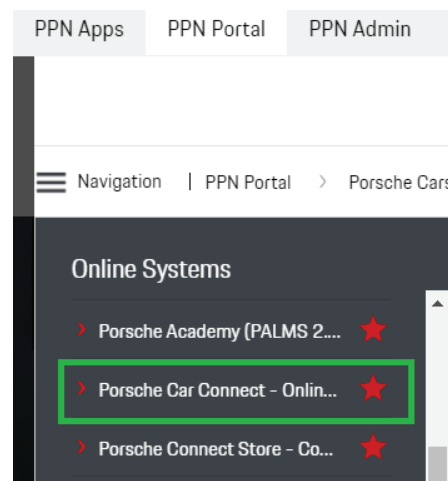


Figure 1

- b. Access the Porsche Partner Network (PPN) --> Online Systems --> **Porsche Car Connect (Online Support)**
- c. Select **"Device repair"** (Figure 2, -1-)
- d. Enter the VIN (Figure 2, -2-) and click "Search" (Figure 2, -3-). Vehicle information and settings are displayed.

**Note:** If the error message, "This device is not eligible to the repair process" is displayed, please verify the VIN entered is correct and retry the Search function several times. Also, try refreshing/reloading the webpage. If the same error message is received after several retries, then it may be necessary to replace the control unit.

- e. After Vehicle information and settings are displayed, click the **Repair** button (Figure 2, -4-). Once the update is completed successfully, the message "Your vehicle configuration has been updated" will appear briefly.

**Note:** If the update is not successful after the third attempt, please contact the Porsche Car Connect support center to verify vehicle information and settings as well as PVTs status by VIN.

**Device Repair Request**

This section allows you to initiate the procedure for repairing a device.

Vehicle Identification Number (VIN)

|                        |                                    |
|------------------------|------------------------------------|
| Vehicle model          | CAYMAN                             |
| Contract status        | ACTIVATED                          |
| Country of service     | Germany                            |
| Remote                 | Subscribed 2018-05-22 - 2023-05-22 |
| Safety                 | Not subscribed -                   |
| VTS                    | Not subscribed -                   |
| Driver cards (Nb, IDs) | 2                                  |
|                        | 6735030                            |
|                        | 6735050                            |
| Radio Keys (Nb, IDs)   | 7                                  |
|                        | 6735031                            |
|                        | 6735032                            |
|                        | 6735033                            |
|                        | 6735034                            |
|                        | 6735035                            |
|                        | 6735036                            |
|                        | 6735037                            |
| Transport mode         | OFF                                |
| Garage Mode            | OFF                                |
| Disarmed mode          | OFF                                |
| Geofence               | OFF                                |
| Speed limit            | 91 KMH                             |
| Crank Inhibition       | UNLOCKED                           |
| Timer 1                | 0 2000-01-01T00:00:00              |
| Timer 2                | 0 2000-01-01T00:00:00              |
| Timer 3                | 0 2000-01-01T00:00:00              |
| Timer 4                | 0 2000-01-01T00:00:00              |
| Timer 5                | 0 -                                |
| Timer 6                | 0 -                                |

Figure 2

- f. Check whether all information and settings are the same after the repair function is completed (Figure 3, -1-), then click the **"Generate Report"** button (Figure 3, -2-).

**Device Repair Request**

This section allows you to initiate the procedure for repairing a device.

Vehicle Identification Number (VIN):

| Before repair           |  | After repair            |  |
|-------------------------|--|-------------------------|--|
| Vehicle model           | CAYMAN   | Vehicle model           | CAYMAN   |
| Contract status         | ACTIVATED  | Contract status         | ACTIVATED  |
| Country of service      | Germany  | Country of service      | Germany  |
| Remote                  | Subscribed 2018-05-22 - 2023-05-22   | Remote                  | Subscribed 2018-05-22 - 2023-05-22   |
| Safety                  | Not subscribed -   | Safety                  | Not subscribed -   |
| VTS                     | Not subscribed -   | VTS                     | Not subscribed -   |
| Driver cards (lib. IDs) | 2<br>6735030<br>6735050  | Driver cards (lib. IDs) | 2<br>6735030<br>6735050  |
| Radio Keys (lib. IDs)   | 7<br>6735031<br>6735032<br>6735033<br>6735034<br>6735035<br>6735036<br>6735037 | Radio Keys (lib. IDs)   | 7<br>6735031<br>6735032<br>6735033<br>6735034<br>6735035<br>6735036<br>6735037 |
| Transport mode          | OFF  | Transport mode          | OFF  |
| Garage Mode             | OFF  | Garage Mode             | OFF  |
| Disarmed mode           | OFF  | Disarmed mode           | OFF  |
| Geofence                | OFF  | Geofence                | OFF  |
| Speed limit             | 56.0 KM/H  | Speed limit             | 56.0 KM/H  |
| Crank inhibition        | UNLOCKED   | Crank inhibition        | UNLOCKED   |
| Timer 1                 | 0 -  | Timer 1                 | 0 -  |
| Timer 2                 | 0 -  | Timer 2                 | 0 -  |
| Timer 3                 | 0 -  | Timer 3                 | 0 -  |
| Timer 4                 | 0 -  | Timer 4                 | 0 -  |
| Timer 5                 | 0 -  | Timer 5                 | 0 -  |
| Timer 6                 | 0 -  | Timer 6                 | 0 -  |

Figure 3

- g. Verify the Immobilizer is deactivated. The **"Crank inhibition"** value should show **"Unlocked"** after repair (Figure 4, -1-).



|   |  |                                    |            |
|---|--|------------------------------------|------------|
|   |  | Telematics Device Upgrade Report   |            |
| VIN Number  | WP0ZZZ97LHU040163  | Contract Number                    | 0100089649 |
| Report status   | FAIL   |                                    |            |
|   | before repair  | after repair                       |            |
| Vehicle model   | CAYMAN   | CAYMAN                             |            |
| Contract status   | Activated  | Activated                          |            |
| Country of service:   | Germany  | Germany                            |            |
| Remote Service  | Subscribed 2018-05-22 - 2023-05-22                               | Subscribed 2018-05-22 - 2023-05-22 |            |
| Safety Service  | Not Subscribed -   | Not Subscribed -                   |            |
| Security Service  | Not Subscribed -   | Not Subscribed -                   |            |
| Number of Driver cards  | 2, 6735030, 6735050  | 0                                  |            |
| Number of Remote keys   | 7, 6735031, 6735032, 6735033, 6735034, 6735035, 6735036, 6735037 | 0                                  |            |
| Garage mode   | Off  | -                                  |            |
| Transport mode  | Off  | -                                  |            |
| Disarmed mode   | Off  | -                                  |            |
| Geofence  | Off  | Off                                |            |
| Speed limit   | 56.0 KMH   | Off                                |            |
| Timer 1   | 0 -  | --                                 |            |
| Timer 2   | 0 -  | --                                 |            |
| Timer 3   | 0 -  | --                                 |            |
| Timer 4   | 0 -  | --                                 |            |
| Timer 5   | 0 -  | --                                 |            |
| Timer 6   | 0 -  | --                                 |            |
| Crank inhibition  | Locked   | Unlocked <b>1</b>                  |            |

Figure 4

3. Read out the control unit software version using the PIWIS Tester
  - a. Select the **"Porsche Vehicle Tracking System (PVTs)"** control unit
  - b. Select the **"Extended identifications"** tab
  - c. Check the software version; it must be **"0930"**.

### Invoicing

Invoicing:

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

| APOS     | Labor operation   | I No. |
|----------|---|-------|
| 90642510 | Programming the control unit for the auxiliary alarm system |       |

PQIS coding:

|                   |       |                                      |
|-------------------|-------|--------------------------------------|
| Location (FES5)   | 90640 | Control unit for the auxiliary alarm |
| Damage type (SA4) | 1619  | System does not start                |

### Search Items

PVTS, Porsche Vehicle Tracking System, Dealer Web Portal, Porsche Car Connect, PCC, Vodafone, Connect, Immobilizer

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