Complaint - Over the Air (OTA) Software Update for OTA Control Unit Failed: Observe Specified Procedure (192/20)

Model Line: **Taycan (Y1A)**

Model Year: **As of 2020**

Concerns: **Over the Air (OTA) control unit**

Information: The Over the Air (OTA) software update failed and an error message appears in the central display of the Porsche Communication Management (PCM).

ℹ️ Information

Please also pass the information about the procedure 'Perform software update in Update Center' on to your sales staff in order to inform the customer about this if necessary.

Action required: Perform the relevant remedial action as described in the error message:

Error message	Remedial action
'The online software update could not be performed. The vehicle condition is unchanged.'	Perform software update again in the Update Center ⇒ *Technical Information 'Performing software update in the Update Centre'.*
'The online software update could not be performed. This may cause function restrictions.'	Perform software update using the PIWIS Tester ⇒ *Technical Information 'Performing software update in the PIWIS Tester'.*

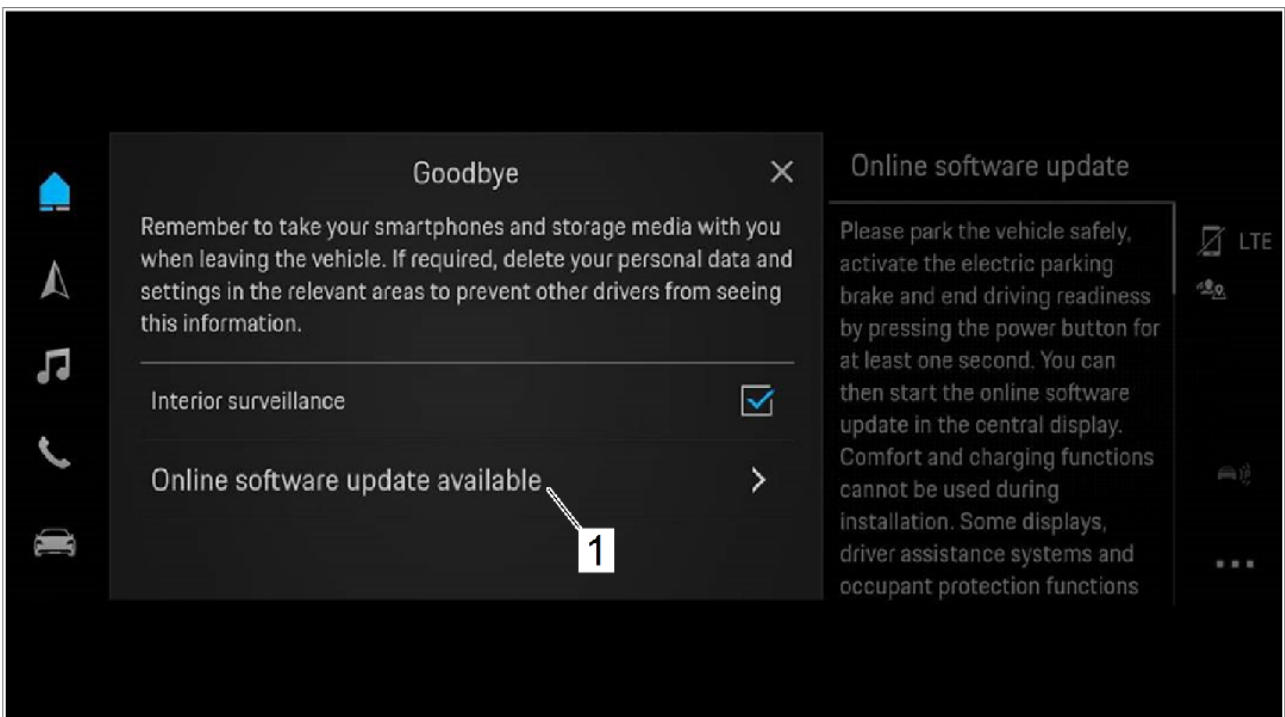### Performing software update in the Update Center

ℹ️ Information

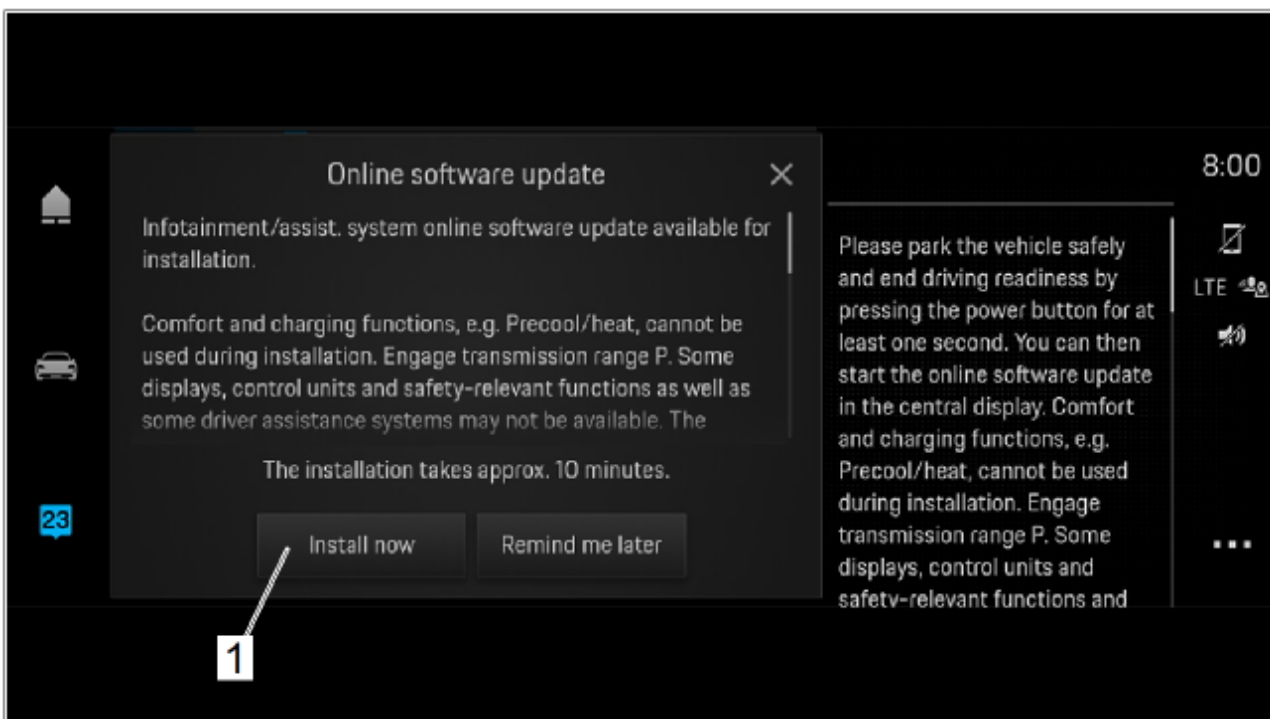The following prerequisites must be met for a software update:

- Porsche ID active

- Online software update service activated in MyPorsche

- Privacy mode deactivated in the vehicle (flight mode)

- Privacy mode service-specifically deactivated (flight mode)

- High-voltage battery is not being charged

- Vehicle plug removed from vehicle charge port

- All electrical loads (e.g. parking pre-climatization) switched off

Work Procedure: 1   Close vehicle doors.

2   Establish operational readiness.

3   Activate the parking brake.

4   Move selector lever to position 'P'.

5   Press and hold the power button (approx. 1 second) to end operational readiness.

6   Select the menu item 'Online software update available' in the Update Center ⟹ *Menu item 'Online software update available'* **-1-**.

Menu item 'Online software update available'

7   Press the 'Install now' button ⟹ *'Install now' button* **-1-**.

'Install now' button

8   Get out and lock the vehicle.

9   Keep the driver's key outside of the transmitter range.

Performing software update using the PIWIS Tester

🛈 Information

- The error message 'Update failed – vehicle functions restricted' also appears in the instrument cluster.

- The error message 'Update failed' appears in the Notification Center.

- The entry ' B199AF0 Online Remote Update – software version inconsistent (A02000)' is stored in the fault memory of the Over the Air (OTA) control unit.

Required tools

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

Preparatory work

> **NOTICE**
>
> **Fault entry in the fault memory and control unit programming aborted due to undervoltage.**
>
> - Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.
> - ⇒ Before starting control unit programming, connect a suitable battery charger with a current rating of at least 90 A to the vehicle.

> **NOTICE**
>
> **Control unit programming will be aborted if the WLAN connection is unstable.**
>
> - An unstable WiFi connection can interrupt communication between the PIWIS Tester and the vehicle communication module (VCI). As a result, control unit programming may be aborted.
> - ⇒ During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.

> **NOTICE**
>
> **Control unit programming will be aborted if the driver's key is not recognized**
>
> - If the driver's key is not recognized in the vehicle, programming cannot be started or will be interrupted.
> - ⇒ Place the driver's key with the back facing down into the front left storage compartment in the center console to guarantee a continuous radio link between the vehicle and the driver's key.

Work Procedure: 1 Place the driver's key with the back facing down into the front left storage compartment in the center console (emergency start tray) to guarantee a continuous radio link between the vehicle and the driver's key ⇒ *Emergency start tray*.

2 Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"'*.
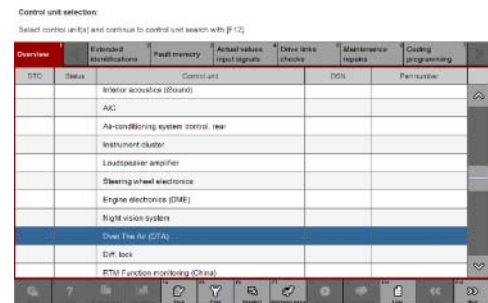

Emergency start tray

Resetting error messages

Work Procedure: 1 Start diagnostics.

2 Select the **'Over-the-Air (OTA)'** control unit.
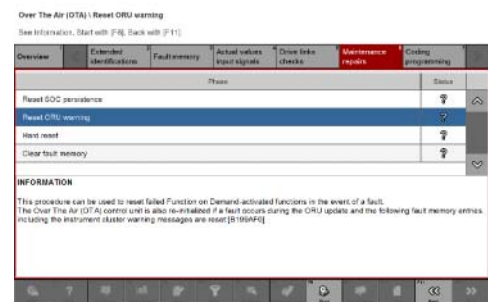
3 Select **'Maintenance/repairs'** menu.

Control unit selection

4 Select the menu item **'Reset ORU warning'** and press •F12" to continue.

Resetting ORU warning

5 Select the menu item **'Reset ORU warning'** and press •F8" to continue.

6 Follow the instructions on the Tester.

7 Establish bus idle.

    7.1 End operational readiness.

    7.2 Disconnect the PIWIS Tester from the vehicle.

    7.3 Switch off and disconnect the battery charger.

Resetting ORU warning

    7.4 Get out and lock the vehicle.

    7.5 Keep the driver's key outside of the transmitter range.

    7.6 Wait for at least two minutes.

8 Check fault status.

    8.1 Establish operational readiness.

    8.2 Check whether the error messages are reset in the instrument cluster and central display. If not, repeat the procedure.

    8.3 End operational readiness.

Re-programming Over the Air (OTA) control unit

NOTICE

Using an older version of the PIWIS Tester software

- **Measure is ineffective**

⇒ **Always use the current version of the PIWIS Tester software for control unit programming and coding.**
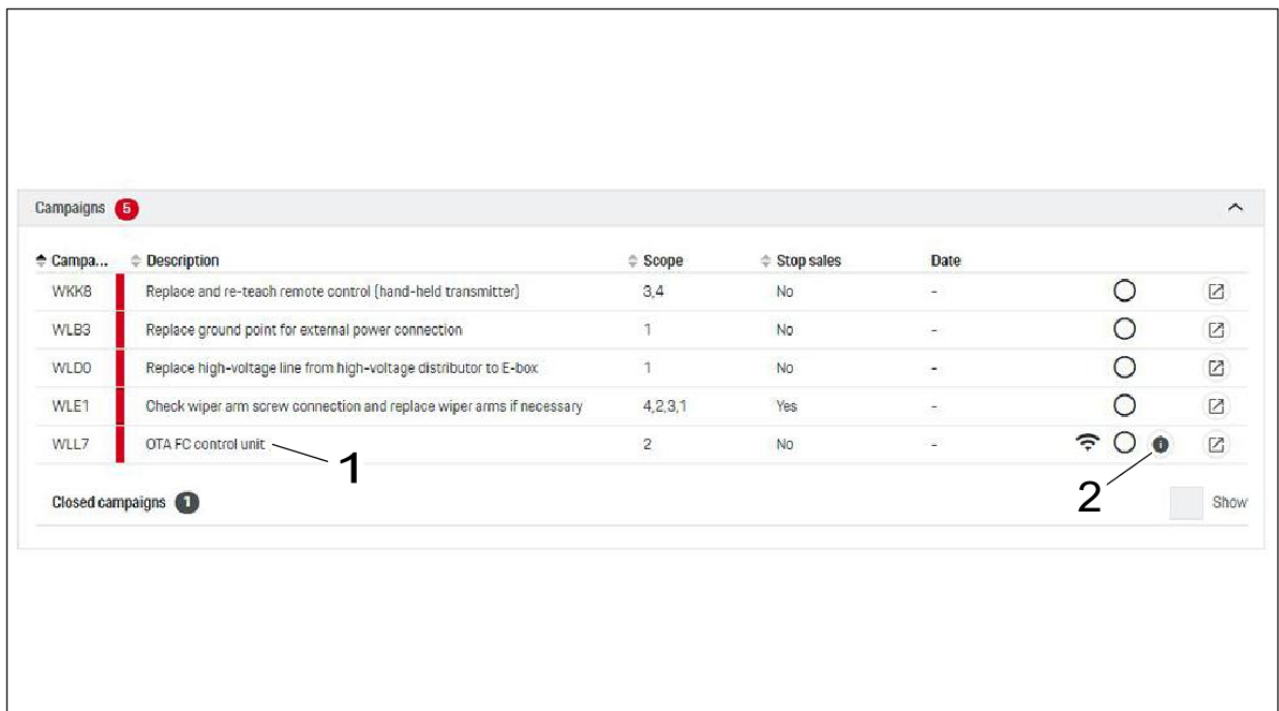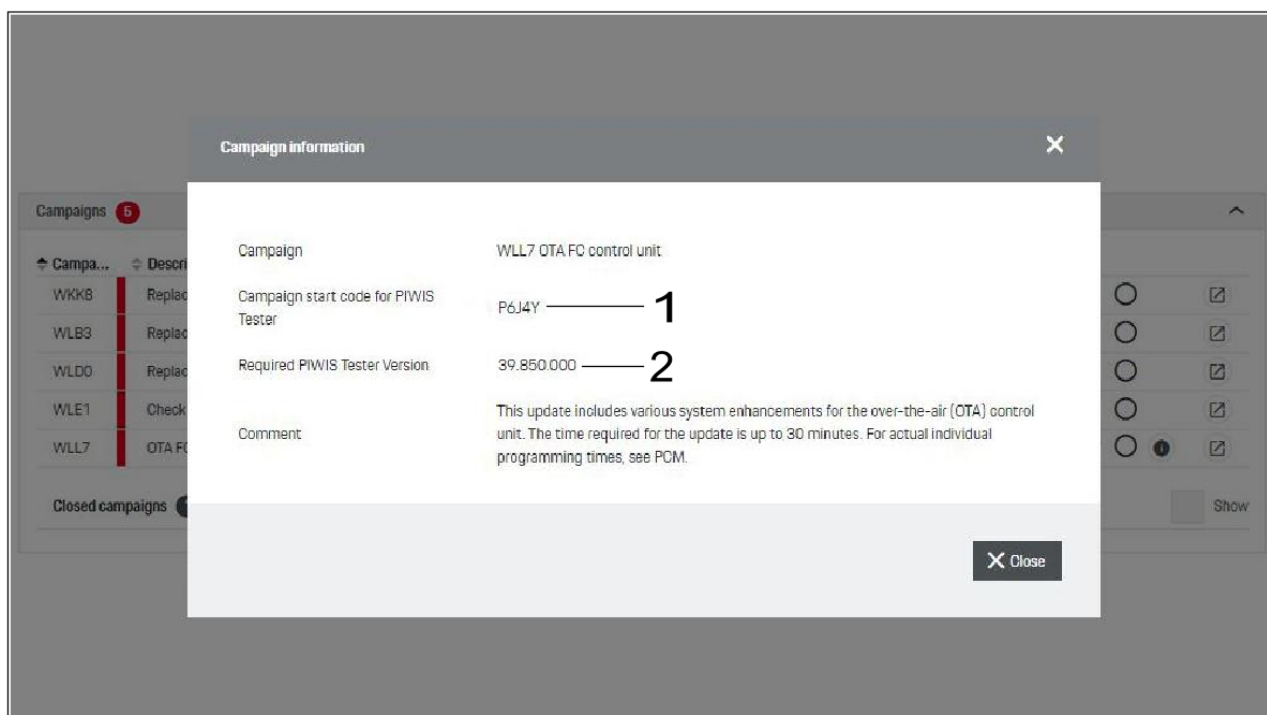
Work
Procedure:

Information

It is imperative that the PIWIS Tester remains online during control unit programming so that backup documentation of the software versions installed on the control units **before and after programming** is sent to the Porsche After Sales systems.

1   Search for the relevant OTA campaign number ⇒ *OTA campaign number and Additional Information button* **-1-** for the control unit in PCSS (Porsche Central Service System) and select the Additional Information button ⇒ *OTA campaign number and Additional Information button* **-2-**.

OTA campaign number and Additional Information button

2   Note the programming code ⇒ *Programming code and PIWIS Tester software version* **-1-** and observe the required PIWIS Tester software version ⇒ *Programming code and PIWIS Tester software version* **-2-**.

AfterSales

Programming code and PIWIS Tester software version

3   **Re-program the Over the Air (OTA) control unit.**

The basic procedure for programming a control unit is described in the Workshop Manual ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Programming"'.*

Specific information on control unit programming in the context of this Technical Information:

Type of control unit programming:	Control unit programming using the **'Campaign' function in the Additional menu** on the PIWIS Tester by entering a programming code.
Programming sequence:	Read and follow the **information and instructions on the PIWIS Tester** during the guided programming sequence. During the programming sequence, the Over the Air (OTA) control unit is **re-programmed** and then automatically **re-coded**. **Do not interrupt programming.**

Software version programmed during this campaign:	Following control unit programming, the software version can be read out of the Over the Air (OTA) control unit in the menu ⇒ 'Extended identifications' using the PIWIS Tester.
Procedure in the event of error messages appearing during the programming sequence:	⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Fault finding"'.*
Procedure in the event of abnormal termination of control unit programming:	Repeat control unit programming by restarting programming.

i **Information**

If the Over the Air (OTA) control unit cannot be activated or re-programmed following two attempts with the PIWIS Tester, it must be replaced, see ⇒ *Workshop Manual '919855 Replacing Over the Air control unit'.*

Parts required if necessary

Parts Info:	**Part No.**	**Designation**	**Qty.**
	9J1907018* [1]	⇒ Control unit for online services	1 ea.

[1] current part number available in PET2

Concluding work

Work Procedure: 1 Carry out general subsequent work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Subsequent work"'.*

Invoicing

Invoicing:

 Information

Please calculate the costs for the additional effort using a separate warranty claim in accordance with PAG specifications. Also enter the **campaign number** as a remark.

Then get in touch with your contact person at **Technical Support** using a **PRMS ticket** (PRMS Contact Group at Porsche AG: PAG_Campaign_TI_SY_Support) so that the **campaign** can be **closed** on this vehicle.

To guarantee fast and efficient processing, the PRMS ticket must contain the following information:

- **Vehicle identification number**

- **Campaign number**

References: ⇒ *Workshop Manual '919855 Replacing Over the Air control unit'*

⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*