Technical Information	Service	
	104/21 ENU 9025	9

Complaint – Average Consumption Value Display Resets Automatically: Re-Programming Instrument Cluster Control Unit (104/21)

Model Line:	**Taycan (Y1A)**
Model Year:	**As of 2020 up to 2021**
Concerns:	**Instrument cluster control unit**
Information:	The customer complains that the average consumption value display resets to 0.0 mi/kWh after a vehicle mileage of 74.1 miles.
	This may be caused by defective software in the instrument cluster.
Action required:	In the event of a customer complaint, re-program the instrument cluster control unit using the relevant programming code.

i **Information**

The total time required for control unit programming is **approx. 15 minutes**.

Required tools

i **Information**

The Taycan is equipped as standard with a **lithium starter battery**, which must only be charged using suitable battery chargers.

For further information about the battery chargers to be used, see:

⇒ *Workshop Manual '2706IN General information on the 12-volt lithium-ion battery'*
⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*

Tools:	• Battery charger with a current rating of **at least 90 A** and a **current and voltage-controlled charge map** for lithium starter batteries, e.g. **VAS 5908 Battery charger 90 A**
	• **9900 - PIWIS Tester 3** with PIWIS Tester software version **40.200.010** (or higher) installed

Preparatory work

⚠️ **WARNING**

Electrically moved side windows and rear spoiler

• **Danger of limbs being trapped or severed**

• **Risk of damage to components**

⇒ **Do not reach into the danger area.**

⇒ **Keep third parties away from the danger area.**

⇒ **Do not move components or tools into the danger area.**

⇒ **Retract roll-up sun blinds on the rear side windows before starting programming or coding.**

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 WiFi 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

Re-programming instrument cluster control unit

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NOTICE

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Use of a PIWIS Tester software version that is older than the prescribed version.

- **Measure is ineffective**

⇒ **Always use the prescribed version or a higher version of the PIWIS Tester software for control unit programming and coding.**

1 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:

   ### Information
   The following initial software version of the instrument cluster control unit is required for the control unit programming described here: **0595**.

   For the source software, open programming campaigns may be necessary.

Required PIWIS Tester software version:	**40.200.010** (or higher)
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 code:	**B4L6T**
Programming sequence:	Read and follow the **information and instructions on the PIWIS Tester** during the guided programming sequence. During the programming sequence, the instrument cluster control unit is **re-programmed** and then automatically **re-coded**. **Do not interrupt programming.**
Programming time (approx.):	**15 minutes**

Software version for the instrument cluster control unit programmed during programming: The software version information in the programmed data record is based on the specified PIWIS Tester software version. Please note that this may have changed in a higher software version.	**0598** Following control unit programming, the software version can be read out of the instrument cluster control unit in the ⇒ 'Extended identifications' menu 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.

2   Commission component protection.
     For instructions, see:
     ⇒ *Workshop Manual '903555 Replacing Gateway control unit'*

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

APOS	Labor operation	I No.
90252590	Programming instrument clusters	

PQIS coding:

Location (FES5)	90250	Instrument cluster
Damage type (SA4)	1614	Function not as specified

References: ⇒ *Technical Information '9X00IN WMA5 Workshop campaign - Updating software for various control units'*

⇒ *Technical Information '9X00IN WMA6 Workshop campaign - Updating software for various control units'*

⇒ *Workshop Manual '2706IN General information on the 12-volt lithium-ion battery'*

⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*

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