Advanced Technical Information

2022 Taycan – Ensuring Porsche Connect Functionality During Vehicle Handover

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	2022	Y1A, Y1B	N/A	N/A

Revision History

Revision	Release Date	Changes
0	November 18, 2021	Original document
1	November 29, 2021	Service Information Update

Condition

During or immediately following Pre-Delivery Inspection (PDI) and Vehicle Handover of Model Year (MY) 2022 Taycan, the following conditions are found in the vehicle:

- SOS LED indicator in the overhead console is off or flashes red
- Some Porsche Connect services are not available (e.g. weather, online voice control)
- Log in button grayed out when attempting to log in with Porsche ID and Password
- Smart Service warnings are displayed sporadically

Figure 1

Technical Background

The Vehicle Handover function in the PIWIS Tester III launches a series of software routines that must complete in order to allow full Porsche Connect functionality in a 2022 Taycan.

If the vehicle and the related backend systems do not successfully complete all routines in relative order, then various features or functions in the vehicle will not work and sporadic errors are likely to occur.

The 2022 Taycan is not likely to complete all routines in order the first time due to necessary timing of both in-car and backend routines.

AfterSales

Service Information

A successful and 100% complete vehicle handover will require multiple work steps to ensure MIB (PCM) + Connect CU + Over-The-Air-Function Controller (OTA-FC) are fully connected, synchronized, and able to provide full Porsche Connect functionality.

1. Provide the vehicle with a Deutronics power supply (VAS 5908), put one vehicle key remote in the center console cup holder, and switch on the ignition
2. Start the Vehicle Handover function using the latest PIWIS Tester Software [(check the latest version number here)](#)
3. Select all applicable functions (Deactivate Flight mode …. Smart Service)
   a. Refer to the [2022 Taycan PDI Checklist](#) for an overview of required steps
4. During the Vehicle Handover, Flight Mode Deactivation starts the eSIM Registration & Pairing process
   a. Refer to [ATI #2117, "Porsche Connect Cannot Function if SOS LED is Not Lit Green"](#) for details on the eSIM R&P process. MY 2022 Taycan builds upon that R&P process and requires additional steps for complete Porsche Connect functionality
   b. Check the status of the indicator light for the SOS Call button (Figure 1, A). It is likely flashing red due to further required steps
5. Perform all remaining vehicle handover selections
   a. Install the instructions in the PCM
   b. Reset range calculation
   c. Specify Smart Service information
      1) Overview of component(s) without reset option --> informational screen only
      2) Overview of component(s) with permanent reset parameter --> select components for reset, check the reset date and mileage of the component(s) scheduled to be reset and correct, if necessary
      3) Overview of component(s) with variable reset parameter --> Check both Reset boxes then F12 [>>] to the next screen to define the expiry dates for Main Inspection (24 months from time of PDI) and Tire inflation kit (the expiration date on the tire sealant bottle in the front trunk)
6. Review the Vehicle Handover completion screen. The SOS light in the overhead console is probably flashing red.
7. Exit the vehicle handover screen; a Vehicle Analysis Log (VAL) will be required upon completion of the Vehicle Handover, before customer delivery.
8. **Take the vehicle + PIWIS Tester + VCI to a safe outdoor location with a relatively clear view of the sky** to ensure adequate Cellular (GSM) and Satellite (GPS) signals (for example, on top of a parking deck or a large parking lot away from most large buildings and trees)
   a. Check the current eSIM connection via the PCM
      i. Home --> Devices --> […] Options --> Data Connection Settings --> embedded SIM card status
      ii. Signal strength should show at least 2 of 5 bars; Cellular network is likely AT&T (indicates roaming and incomplete eSIM R&P)
   b. Verify the current Time of Day is accurate to the minute in the instrument cluster and PCM, and verify the Vehicle Location is accurate in the PCM --> Navigation map display
   c. Wait for 10 minutes after verifying the Time of Day and Location are accurate
   d. Use the PIWIS Tester to perform the ORU-Reset ("Online Remote Update – Reset") function and allow the eSIM R&P to continue
      i. Diagnostics --> OTA-FC --> Maintenance/Repairs --> ORU-Reset
   e. Check the eSIM connection status again via the PCM (above step 8.a.i)
      i. The Cellular network should change to Verizon, indicating eSIM R&P completion. This may take approximately 5 minutes to complete. Once complete, the SOS light in the overhead console should be green.

9. Use the PIWIS Tester and specify Smart Service information again via Diagnostics --> OTA-FC --> Maintenance/Repairs --> Smart Service
10. Disconnect the PIWIS Tester and VCI
11. Close all lids and doors and lock the vehicle in an area of strong cellular service (at least 2 of 5 signal bars) for 15 minutes
12. Unlock the vehicle and perform system checks
13. Perform a complete Service VAL after all systems are checked and before customer delivery.

Porsche recommends completing Porsche Connect setup in the vehicle during customer delivery. This is only possible by entering the customer-supplied Porsche ID, password, and security PIN (sPIN) in the vehicle. The customer is the Main User with Remote Access, and all relevant Porsche Connect licenses are set then verified within the vehicle only after a successful log in.

Additional Information and Support
Detailed information regarding Porsche Connect and all related services can be found via the Porsche Connect page on PPN.

Call or email the Contact Center directly with any questions or concerns. The Contact Center is available Monday through Friday from 08:00 ET to 22:00 ET, on Saturday from 08:00 ET to 20:00 ET, and remains closed on Sundays and US Holidays.

Customer Hotline
1-800-PORSCHE (1-800-767-7243)

Dealer Hotline
1-888-907-PCNA opt. 6 (1-888-907-7262 opt. 6)

Escalating Customer Cases
Dealers handling customer cases with 2022 Taycan connect activation can directly email connect.help@porsche.us to request additional support and escalation. Be sure to include the customer's VIN and a full description of steps performed in addition to the current status.

Search Items

2022, Taycan, MIB, PCM, Connect, Porsche Connect, OTA, OTA-FC, ORU, ORU-Reset