

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

Revision: This bulletin replaces bulletin Group 9 192/20, dated June 29, 2021.

Model Year: **As of 2020**

Model Series: **Taycan (Y1A)**

Concerns: **All OTA (Over the Air) enabled control units**

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



**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 Centre ⇒ <i>Technical Information 'Performing software update in the Update Centre'</i> .
'The online software update could not be performed. This may cause function restrictions.'	Perform software update using the PIWIS Tester ⇒ <i>Technical Information 'Performing software update in the PIWIS Tester'</i> .

## Performing a software update in the Update Centre

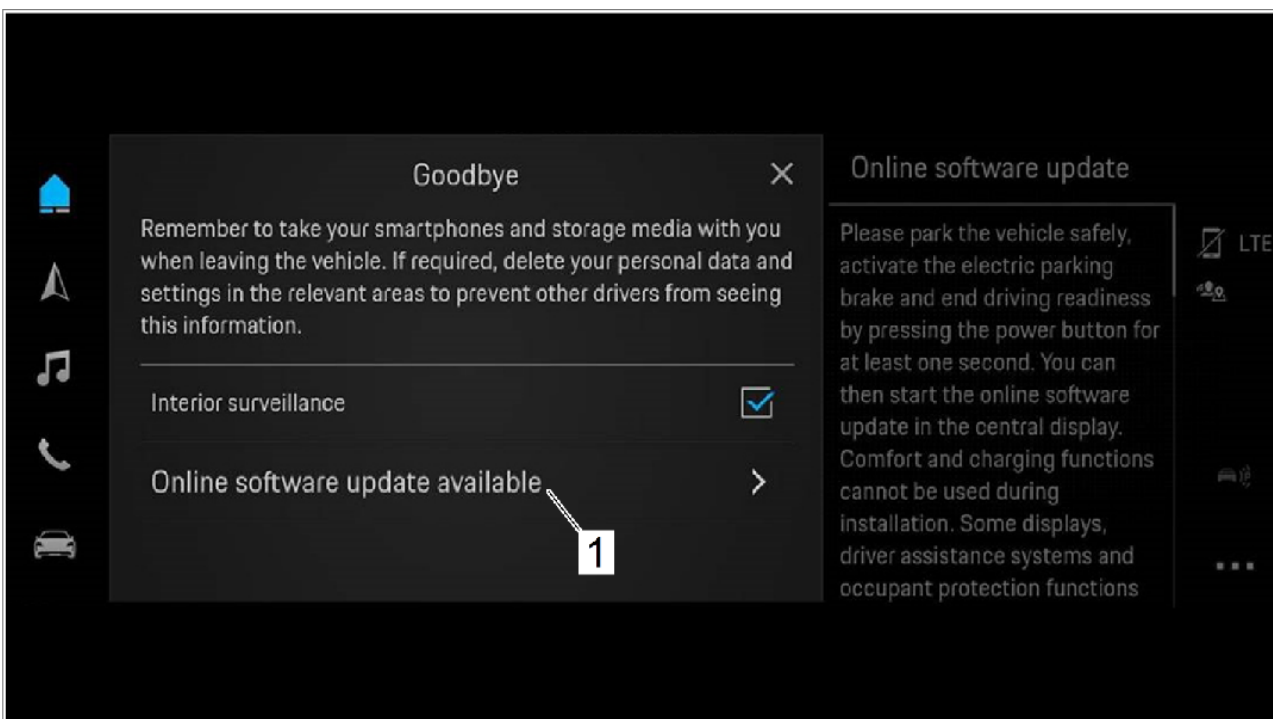


### Information

The following prerequisites must be met for a software update:

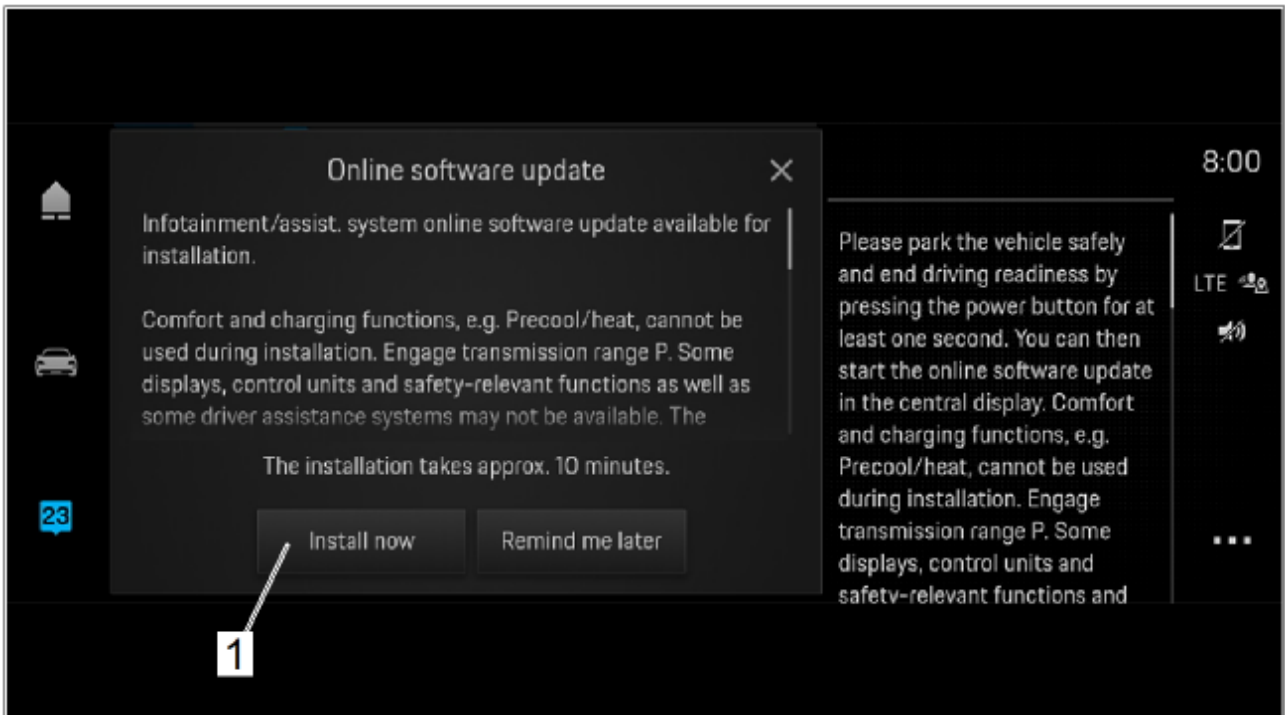
- Porsche ID active
- Online software update service activated in MyPorsche
- Privacy mode deactivated in the vehicle (flight mode)
- Privacy mode service-specifically deactivated (flight mode)
- High-voltage battery is not being charged
- Vehicle plug removed from vehicle charge port
- All electrical loads (e.g. parking pre-climatization) switched off

- Work Procedure:
- 1 Close vehicle doors.
  - 2 Establish readiness for operation.
  - 3 Activate the parking brake.
  - 4 Move selector lever to position 'P'.
  - 5 Press and hold the power button (approx. 1 second) to end readiness for operation.
  - 6 Select the menu item 'Online software update available' ⇒ *Menu item 'Online software update available' -1-* in the Update Centre.



*Menu item 'Online software update available'*

- 7 Press the 'Install now' ⇒ 'Install now' button -1- button.



*'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

- Tool:
- **9900 - PIWIS Tester 3** with current PIWIS Tester software version.
  - **Battery charger** with a rated current of **at least 90 A**, e.g. **battery charger 90A**.

**Preparatory work**

**NOTICE**

**Fault entry in the fault memory and control unit programming aborted due to low voltage.**

- 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 centre 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"*.

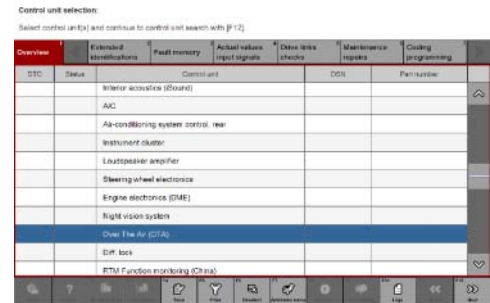


*Emergency start tray*

**Resetting error messages**

- Work Procedure: 1 Start diagnostics.

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



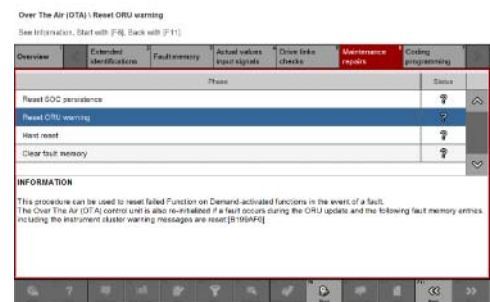
Control unit selection

- 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.



Resetting ORU warning

- 7.1 End readiness for operation.
- 7.2 Disconnect the PIWIS Tester from the vehicle.
- 7.3 Switch off and disconnect the battery charger.
- 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 readiness for operation.
  - 8.2 Check whether the error messages are reset in the instrument cluster and central display. If not, repeat the procedure.
  - 8.3 End readiness for operation.

Re-programming 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 **Re-programme the affected 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"*.

2 Carry out control unit programming using the '**Automatic programming**' function of the control unit affected.

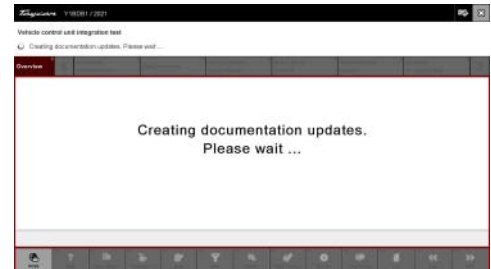
3 The integration test is started automatically after the backup documentation process. Alternatively, the integration test can also be started manually by pressing **•F3** ⇒ *Backup documentation*



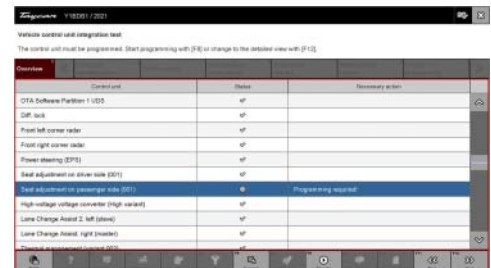
**Information**

For further information on the integration test, see: ⇒ *Technical Information '9X00IN Information on the software system of various control units in the vehicle (112/21)'*

4 After the test has been completed, the update of the control unit affected and any other control units is displayed in the overview. ⇒ *Programming required*

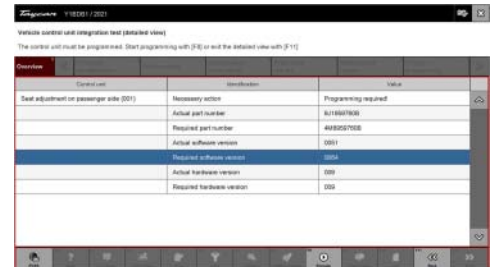


*Backup documentation*



*Programming required*

- 5 Click on the control unit affected to view further details and start programming. The step-by-step instructions then start ⇒ *Detailed view of integration test – software version.*



*Detailed view of integration test  
– software version*

- 6 When programming is complete, backup documentation including the integration test is performed again. All affected control units should now be successfully re-programmed or checked in the control unit overview and their status ⇒ *Vehicle integration test complete.*



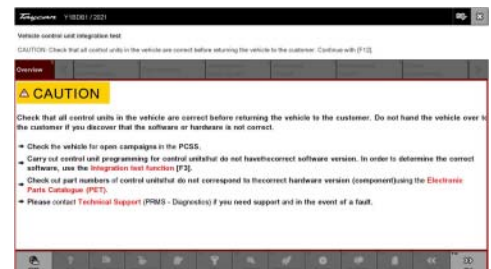
*Vehicle integration test complete*



### Information

The vehicle must not be handed back to the customer until all control units have been checked and the system is thus compliant. ⇒ *Conformity of the vehicle system*

- 7 **In the event of a fault – Performance of the integration test**



*Conformity of the vehicle system*

If the integration test fails, this is displayed as a result ⇒ *Vehicle control unit integration test failed.* Then complete the following steps:

- 7.1 In the Additional menu (F7), execute the "Maintenance of vehicle data with PIWIS ONLINE" function and write the current vehicle data record from the online system into the vehicle.
- 7.2 Carry out the integration test again.
- 7.3 In the event of a further fault, contact Technical Support.



*Vehicle control unit integration test failed*





**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'*.

- 8 Read out all **fault memories**, process and correct existing faults if necessary.
- 9 Exit the diagnostic application. Switch off ignition. Disconnect the Tester from the vehicle.
- 10 Switch off and disconnect the battery charger.

**Parts required if necessary**

Part Nos.:	<b>Part Nos.</b>	<b>Designation</b>	<b>Number</b>
	... <sup>1)</sup>	⇒ Control unit	1 pce.

<sup>1)</sup>Select the part number of the relevant control unit using the Porsche Spare Parts Catalogue (PET2).

**Concluding work**

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

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

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