

Vehicle Intermittently Not Available via Remote Access Services: Re-Program Connect Control Unit (203/21)

Model Line: **Cayenne (9YA/9YB)**

Model Year: **2021**

Concerns: **Connect control unit (external communication control unit)**

Information: Customers complain that the vehicle cannot be accessed intermittently via the Remote Access services after switching off the ignition (access to the vehicle using a smartphone). Stopping the vehicle in an area without GPS reception (e.g. underground car park) will cause a fault.

Action required: In the event of a customer complaint, read and check the software version of the Connect control unit (external communication control unit) using PIWIS Tester software version **40.600.010** (or higher).

- If the software version is **'0412'**, re-program the Connect control unit (external communication control unit).
- If the software version is already **'0420'**, the fault must be found elsewhere and corrected.

The new software version improves closed-circuit current behavior when the Vehicle Tracking System (VTS) is active and access via the Remote Access Services (access to the vehicle using a smartphone).



Information

The total time required for control unit programming is **approx. 20 minutes**.

Required tools

Tool:



Information

The Cayenne 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 the corresponding Workshop Manual. ⇒ *Workshop Manual '2706IN Load general information on the 12-volt lithium-ion battery'* and ⇒ *Workshop Manual '270689 battery, vehicle electrical system'*

- **9900 - PIWIS Tester 3** with PIWIS Tester software version **40.600.010** (or higher) installed
- **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 battery charger 90A**.

Preparatory work



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 getting started, connect a suitable battery charger with a current rating of at least 90 A to the jump-start terminals.

NOTICE

Control unit programming will be aborted if the Wi-Fi connection is unstable.

- An unstable Wi-Fi connection can interrupt communication between PIWIS Tester II and the vehicle communication interface 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 in front of the lock opening for the center console cover to guarantee a permanent radio link between the vehicle and driver's key.

Work Procedure: 1 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"*.

- 2 Read the software version.
 - 2.1 Select '**Connect**' control unit.
 - 2.2 Select the "**Extended identifications**" tab.
 - 2.3 Check the software version.

- If the software version is '0412', re-program the Connect control unit (external communication control unit) using programming code 'E3D7K'.
- If the software version is already '0420', the fault must be found elsewhere and corrected.

Re-programming the Connect control unit (external communication control unit)

NOTICE

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.**

Work Procedure: 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 using the PIWIS Tester - section on "Programming"*.

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

Required PIWIS Tester software version:	40.600.010 (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:	E3D7K
Programming sequence:	Read and follow the information and instructions on the PIWIS Tester during the guided programming sequence. During the programming sequence, the Connect control unit (external communication control unit) is re-programmed and then automatically re-coded . Do not interrupt programming.
Programming time (approx.):	20 minutes

Software version programmed during programming:	0420 Following control unit programming, the software version can be read from the Connect control unit in the ⇒ 'Extended identification' menu using the PIWIS Tester.
Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Troubleshooting"</i> .
Procedure in the event of abnormal termination of control unit programming:	Repeat control unit programming by restarting programming.

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

For documentation and invoicing in the event of a guarantee, state the work item required depending on the scope of work and the specified PCSS encryption in the warranty claim:

APOS	Labour operation	I No.
91252501	Programming control units for external communication	

PCSS encryption:

Location (FES5)	91250	Control unit for external communication
Damage type (SA4)	1613	does not function occasionally

References: ⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*
 ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"*
 ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Programming"*
 ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Troubleshooting"*

⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Rework"*

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