

Taycan – Connect Services Temporarily Unavailable After Backend Migration

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	2020 - 2021	Y1A, Y1B	n/a	All

Revision History

Revision	Release Date	Changes
0	April 22, 2022	Original document

Condition

Beginning on the evening of April 25, 2022, Porsche will push an automatic update to the Connect backend. After the update, customers are likely to experience one of three "Service Temporarily Unavailable" messages in the PCM and/or smartphone app (See Figure 1.)

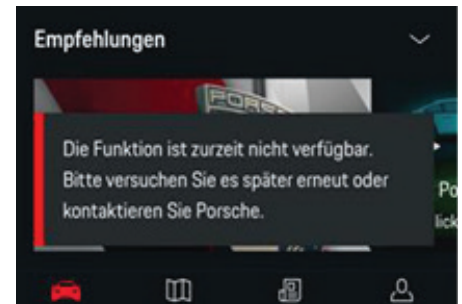


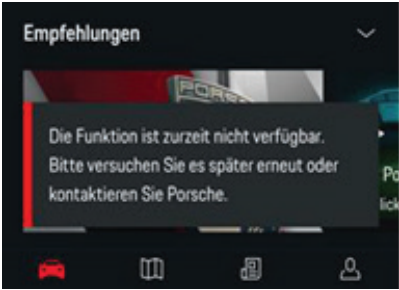
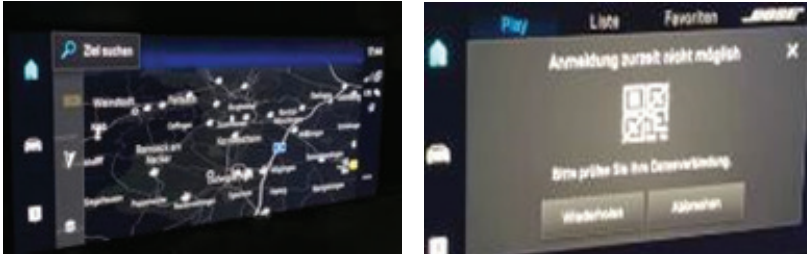

Figure 1: Occurrence of temporarily unavailable services in German PCM

Technical Background

The backend upgrade causes this issue. However, it is easy to fix. In fact, the customer can fix these issues, without visiting the workshop, by performing the steps on page 2.

Service Information

If any of the following warning messages exist, please refer to the table below to permanently remedy the issue.

Customer Impact	Solution
<p>Remote services are temporarily unavailable after migration.</p> 	<p>Solve the problem by performing one or more vehicle starts*</p>
<p>Infotainment services in the vehicle (Navigation Online, WebApps, Online Radio, Apple Music, etc.) are temporarily not available</p> 	<p>Solve the problem by performing one or more vehicle starts*</p>
<p>Personalized services are temporarily unavailable after migration</p> 	<p>Solve the problem by changing the user login</p>

*Each vehicle start should include the locking and removal of key (>6 ft) from the vehicle for at least 2 minutes to confirm the vehicle is "asleep." This process may need to be repeated as many as 7 times in some cases.

Search Items

Taycan, Porsche Connect Services, ODP Migration, 9J1, 2021, 2020, temporarily unavailable

Important Notice: Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.
