

**2021 E-Hybrid OBC Fault U112100 DTC D1211D “Data bus - missing message”**

**Vehicles Affected**

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2021	E-Hybrid and Turbo S E-Hybrid, All Variants	N/A	KB2 - 7.2 kW On-board Charger
Panamera	2021	E-Hybrid and Turbo S E-Hybrid, All Variants	N/A	KB2 - 7.2 kW On-board Charger

**Revision History**

Revision	Release Date	Changes
0	February 16, 2022	Original document
1	April 29, 2022	Content update

**Condition**

The customer reports the Check Engine Light (CEL) / Malfunction Indicator Light (MIL) is illuminated upon vehicle startup. The 7.2 kW On-Board Charger (OBC) has stored Fault Code U112100, DTC D1211D “Data bus – missing message” (Figure 1).



Figure 1

### Technical Background

A software timing & synchronization error exists in 7.2 kW OBC software version 1177. This can result in delayed control unit communication and the subject fault code which then causes illumination of the MIL.

### Service Information

This software synchronization error currently exists only in the 7.2 kW OBC with software version 1177 found in the affected vehicles.

The OBC software should be updated from version 1177 to 1183 to permanently remedy the communication issues causing FC U112100 DTC D1211D "Data bus – missing message".

**Installation of this software requires PT3G v40.900.050 (or higher) and a campaign code input via Additional Menu [F7] --> Campaign.**

Campaign Code **E3S3U** updates subject Cayenne E-Hybrid OBC from SW 1177 to 1183.

Campaign Code **G2S3U** updates subject Panamera E-Hybrid OBC from SW 1177 to 1183.

Following update of the OBC, erase all fault codes and verify normal vehicle operation.

This OBC reprogramming will also erase a previously persistent Fault Code B200000 DTC E11C11 "Function Restriction". Please refer to Advanced Technical Information (ATI) #2203, "E-Hybrid OBC Fault B200000 DTC E11C11 "Function restriction"" for information specific to that fault code.

### Warranty

Please document customer complaint cases and attach vehicle analysis logs to corresponding complaint lines in PCSS/PQIS.

Cause location: 27970 High-voltage charger

Cause symptom: 1134 Programming Error

### Search Items

E-hybrid, Cayenne, Panamera, OBC, U112100, data bus, missing message, D1211D

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