

The Message "Activation was completed" Appears Repeatedly on the PCM Screen: Restore Gateway (14/22)

Revision: This bulletin replaces bulletin Group 9 14/22, dated March 8, 2022.

Model Year: **2022**

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

Country/Market: • USA/Canada (NAR)

Equipment: **Mirrorlink (M no. 9WT)**
Mirrorlink with preliminary set-up of Rear Seat Entertainment (M no. 9WU)

Concerns: **Porsche Communication Management (PCM)**

Information: Customers are complaining about the recurring message "Activation was completed" on the PCM screen. The message appears after each PCM start or after it has woken up from bus idle. This is caused by a runtime error in the communication between the PCM screen and the central computer.

Action required: In the event of a complaint, restore the gateway using the PIWIS Tester.

Required tools - Cayenne (9YA/9YB)

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 '27061N Load general information on the 12-volt lithium-ion battery'* and ⇒ *Workshop Manual '270689 battery, vehicle electrical system'*

- **9900 - PIWIS Tester 3**
- **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 battery charger 90A**.

Preparatory work - Cayenne (9YA/9YB)

Work procedure: 1 Connect a suitable battery charger with a current rating of **at least 90 A**, e.g. **battery charger 90A**, to the jump-start terminals in the luggage compartment and switch it on. ⇒ *Workshop Manual '270689 Charging vehicle electrical system and battery'*

- 2 Place driver's key in emergency start tray.
- 3 **9900 - Connect PIWIS Tester 3** to the vehicle communication interface module (VCI) via the **USB cable**. Then connect the communication module to the vehicle and switch on the PIWIS Tester.
- 4 Switch on ignition.
- 5 On the PIWIS Tester start screen, call up the '**Diagnos**tics' application.

The vehicle type is then read out, the diagnostic application is started and the control unit selection screen is populated.



Emergency start tray

Restoring gateway

- Work procedure: 1 Restore gateway:
- 1.1 **Open 'Additional menu'** by pressing **•F7"** .
 - 1.2 Select menu item '**Function enable**' and press **•F12"** ('Next') to confirm.
 - 1.3 Select '**Update functions (gateway)**' sequence and press **•F12"** 'Next' to confirm.
 - 1.4 Follow the instructions on the PIWIS Tester.
- 2 Reading out and erasing fault memories.

Concluding work

- Work procedure: 1 Switch off ignition.
- 2 **9900 - PIWIS Tester 3** must now be disconnected from the vehicle.
 - 3 Remove the driver's key from the emergency start tray.
 - 4 Disconnect the battery charger.

Invoicing

For documentation and warranty invoicing, enter the working position and PCSS encryption specified below in the warranty claim:

APOS	Labor operation	I No.
91522501	Programming central computer	

PCSS encryption:

Location (FES5)	91520	Central computer
Damage type (SA4)	1614	Function not as specified

References: ⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*

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