

Charging of the High-Voltage Battery Not Possible or Faulty, Error Messages After Charging: Re-Program High-Voltage Charger (OBC) Control Unit (95/22)

Revision: This bulletin replaces bulletin ATI Group 2 2202.1, dated April 29, 2022.

Vehicle Type: Cayenne E-Hybrid (9YA/9YB) / Cayenne Turbo S E-Hybrid (9YA/9YB)

Model Year: 2021

Equipment: Charger 7.2 kW (M-Nr. KB2)

Concerns: Control unit for high-voltage charger (OBC)

Information: Various symptoms during or after charging the high-voltage battery, e.g.:

- Charging of the high-voltage battery not possible or charging process is aborted
- Check Engine light in the instrument cluster after charging or charging attempt active
- Fault memory entry 'U112100 – Data bus – missing message (D1211D)' stored in the fault memory of the high-voltage charger (OBC) control unit

Action required: In the event of a customer complaint, re-program the high-voltage charger (OBC) control unit using the PIWIS Tester with **PIWIS Tester software version 40.900.050** (or higher) installed and the corresponding programming code.



Information

The total time required for control unit programming is **approx. 4 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'*

- **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 battery charger 90A**.
- **9900 - PIWIS Tester 3** with PIWIS Tester software **version 40.900.050** (or higher) installed

Preliminary work

NOTICE

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

- Increased current draw during diagnostics 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 and the vehicle communication module (VCI). As a result, programming may be aborted.
- ⇒ During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) using the USB cable.

NOTICE

Control unit programming will be aborted if the driver's key is not detected

- If the driver's key is not detected 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 ensure 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"*.

Re-programming high-voltage charger (OBC) control unit

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 - section on "Programming"*.

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

Required PIWIS Tester software version:	40.900.050 (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:	E3S3U

Programming sequence:	Read and follow the information and instructions on the PIWIS Tester during the guided programming sequence. During programming, the high-voltage charger (OBC) control unit is re-programmed and then re-coded automatically. Do not interrupt programming.
Programming time (approx):	4 minutes
Software version programmed during this campaign: The software version information in the programmed data record is based on the specified PIWIS Tester software version. Please note that this may be different in a higher version.	1183 • Following control unit programming, the software version can be read out of the high-voltage charger (OBC) control unit from the 'Extended identifications' 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 a termination in the control unit programming:	Repeat control unit programming by restarting programming.

Concluding work

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

APOS	Labor operation	I No.
27972501	Programming high-voltage charger	

PCSS encryption:

Location (FES5)	27970	High-voltage charger
Damage type (SA4)	1611	does not function

References: ⇒ *Workshop Manual '270689 Charging vehicle electrical system battery'*
 ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

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