PORSCHE'

Technical Information

192/20enu 9198

Service

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Complaint - Over the Air (OTA) software update failed: Observe specified procedure (192/20)

Change overview:

Version	Date	Change
0	06/29/2021	First publication
1	03/10/2022	Content Update
2	07/21/2022	"Invoicing" section adjusted

Model Series: Taycan (Y1A)

Model Year: As of 2020

Concerns: All OTA (Over the Air) enabled control units

Information: The Over the Air (OTA) software update failed and an error message appears in the central display of the Porsche Communication Management (PCM).

Information

Please also pass the information about the procedure 'Perform software update in Update Center' on to your sales staff in order to inform the customer about this if necessary.

Action required: Perform the relevant remedial action as described in the error message:

Error message	Remedial action	
'The online software update could not be performed. The vehicle condition is unchanged.'	Perform software update again in the Update Center \Rightarrow Technical Information 'Performing software update in the Update Centre'.	
'The online software update could not be performed. This may cause function restrictions.'	Perform software update using the PIWIS Tester \Rightarrow Technical Information 'Performing software update in the PIWIS Tester'.	

Performing a software update in the Update Center

lnformation

The following prerequisites must be met for a software update:

- Porsche ID active
- Online software update service activated in MyPorsche
- Privacy mode deactivated in the vehicle (flight mode)
- Privacy mode service-specifically deactivated (flight mode)
- High-voltage battery is not being charged
- Vehicle plug removed from vehicle charge port
- All electrical loads (e.g. parking pre-climatization) switched off

Work Procedure: 1 Close vehicle doors.

- 2 Establish readiness for operation.
- 3 Activate the parking brake.
- 4 Move selector lever to position 'P'.
- 5 Press and hold the power button (approx. 1 second) to end readiness for operation.
- 6 Select the menu item 'Online software update available' \Rightarrow Menu item 'Online software update available' -1- in the Update Center.

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Goodbye	Online software update
Remember to take your smartphones and storage media with you when leaving the vehicle. If required, delete your personal data an settings in the relevant areas to prevent other drivers from seeing this information.	Please park the vehicle safely, activate the electric parking brake and end driving readiness by pressing the power button for
Interior surveillance	then start the online software update in the central display.
Online software update available >	Comfort and charging functions cannot be used during installation. Some displays,
	driver assistance systems and

Menu item 'Online software update available'

7 Press the 'Install now' \Rightarrow 'Install now' button -1 - button.

	Online software update 🛛 🗙 🗙		8:0
	Infotainment/assist. system online software update available for installation.	Please park the vehicle safely and end driving readiness by	Ø LTE ₹
	Comfort and charging functions, e.g. Precool/heat, cannot be used during installation. Engage transmission range P. Some displays, control units and safety-relevant functions as well as some driver assistance systems may not be available. The	pressing the power button for at least one second. You can then start the online software update in the central display. Comfort and charging functions, e.g.	\$1
23	The installation takes approx. 10 minutes.	Precool/heat, cannot be used during installation. Engage transmission range P. Some displays, control units and safety-relevant functions and	

'Install now' button

- 8 Get out and lock the vehicle.
- 9 Keep the driver's key outside of the transmitter range.

Performing software update using the PIWIS Tester

Information

- The error message 'Update failed vehicle functions restricted' also appears in the instrument cluster.
- The error message 'Update failed' appears in the Notification Center.
- The entry ' B199AFO Online Remote Update software version inconsistent (A02000)' is stored in the fault memory of the Over the Air (OTA) control unit.

Required tools

Tool:

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

Preparatory work

NOTICE

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

- 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 starting control unit programming, connect a suitable battery charger with a current rating of at least 90 A to the vehicle.

NOTICE

Control unit programming will be aborted if the WLAN connection is unstable.

- An unstable WiFi connection can interrupt communication between the PIWIS Tester and the vehicle communication 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 into the front left storage compartment in the center console to guarantee a continuous radio link between the vehicle and the driver's key.
- Work Procedure: 1 Place the driver's key with the back facing down into the front left storage compartment in the center console (emergency start tray) to guarantee a continuous radio link between the vehicle and the driver's key \Rightarrow *Emergency start tray*.
 - 2 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".



Emergency start tray

Resetting error messages

Work procedure: 1 Start diagnostics.

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- Select the 'Over-the-Air (OTA)' control unit.
- 3 Select 'Maintenance/repairs' menu.

Select the menu item 'Reset ORU warning' and 4 press • F12" to continue.

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		Sheringwh	est electronice					
		Engine elect	tonics (DME)					
		Night vision	system					
2 52		Dver The Ar	(DTA)		10			
		Diff. lock						
		RTM Function	en monitorina (Chi	ra5				8

Control unit selection

Overview	Extended identifica	Serm	Faultmentry	Actual values input signals	Drive links checks	Weintemance repairs	Coding programming	100
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Over the Air () shift (001)								~
6		Sma	at Service					1
								00

Resetting ORU warning

- 5 Select the menu item 'Reset ORU warning' and press • F8" to continue.
- Follow the instructions on the Tester. 6
- 7 Establish bus idle.
 - 7.1 End readiness for operation.
 - 7.2 Disconnect the PIWIS Tester from the vehicle.
 - 7.3 Switch off and disconnect the battery charger.
 - 7.4 Get out and lock the vehicle.
 - 7.5 Keep the driver's key outside of the transmitter range.
 - 7.6 Wait for at least two minutes.
- 8 Check fault status.
 - 8.1 Establish readiness for operation.
 - 8.2 Check whether the error messages are reset in the instrument cluster and central display. If not, repeat the procedure.

8.3 End readiness for operation.

Overview	Extended identification	Faultmentry	Actual values input signals	Drive links checks	Weintemance repairs	Coding programming	
			Phase			Since	
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Reset ORU w	MATTING					8	
Heard read						2	
Clear that m	emory					9	100.00
INFORMATIO This procedure The Over The notating the k	N e can be used to reset Air (DTA) control unit i natrament skatler warei	failed Function or s also ro-initelize ng messages are	i Demand-activate d if a fault occurs resot (8196AF0)	d functions in the Saring the ORU c	revent of a facit. Ipdate and the folio	wing fault memory	entries

Resetting ORU warning

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Re-programming control unit

NOTICE

Using an older version of the PIWIS Tester software

- Measure is ineffective
- ⇒ Always use the current version of the PIWIS Tester software for control unit programming and coding.

Work Procedure:



It is imperative that the PIWIS Tester remains online during control unit programming so that backup documentation of the software versions installed on the control units **before and after programming** is sent to the Porsche After Sales systems.

1 Re-programme the affected control unit.

The basic procedure for programming a control unit is described in the Workshop Manual \Rightarrow Workshop Manual '9X00IN Basic instructions and procedure for control unit programming – section on "Programming".

- 2 Carry out control unit programming using the **'Automatic programming' function** of the control unit affected.
- 3 The integration test is started automatically after the backup documentation process. Alternatively, the integration test can also be started manually by pressing •F3[#]. ⇒ Backup documentation



Information

For further information on the integration test, see: \Rightarrow Technical Information '9X00IN Information on the software system of various control units in the vehicle (112/21)'

4 After the test has been completed, the update of the control unit affected and any other control units is displayed in the overview. ⇒ *Programming required*



Backup documentation



Programming required

5 Click on the control unit affected to view further details and start programming. The step-by-step instructions then start \Rightarrow *Detailed view of integration test – software version*.



Detailed view of integration test – software version

Regioner
Vite (12)
Image: Constraint of the second of the



All affected control units should now be successfully re-programmed or checked in the control unit overview and their status \Rightarrow *Vehicle integration test complete.*



Information

The vehicle must not be handed back to the customer until all control units have been checked and the system is thus compliant. \Rightarrow Conformity of the vehicle system

7 In the event of a fault – Performance of the integration test

If the integration test fails, this is displayed as a result \Rightarrow *Vehicle control unit integration test failed*. Then complete the following steps:

- 7.1 In the Additional menu (F7), execute the "Maintenance of vehicle data with PIWIS ONLINE" function and write the current vehicle data record from the online system into the vehicle.
- 7.2 Carry out the integration test again.
- 7.3 In the event of a further fault, contact Technical Support.

Vehicle integration test complete



Conformity of the vehicle system



Vehicle control unit integration test failed

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If the Over the Air (OTA) control unit cannot be activated or re-programmed following two attempts with the PIWIS Tester, it must be replaced, see \Rightarrow Workshop Manual '919855 Replacing Over the Air control unit'.

- 8 Read out all fault memories, process and correct existing faults if necessary.
- 9 Exit the diagnostic application. Switch off ignition. Disconnect the Tester from the vehicle.
- 10 Switch off and disconnect the battery charger.

Parts required if necessary

Parts Info:	Part Nos.	Designation	Number
	1)	\Rightarrow Control unit	1 pc.

¹⁾ Select the part number of the relevant control unit using the Porsche Spare Parts Catalogue (PET2).

Concluding work

Work Procedure: 1 Carry out general rework for control unit programming as described in \Rightarrow Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester – section on "Rework".

Invoicing

Invoicing:



Information

To remedy a customer complaint (OTA update failed), the work for remedying subsequent damage (diagnosis/parts replacement) can be invoiced using a warranty claim.

• Invoicing using a campaign claim is not possible in this case because no separate campaign claim is opened on the VIN as part of an OTA update.

Procedure:

Opening a warranty claim by entering the VIN under the respective **CUSTOMER NO**. (FES5) as a component responsible for causing the problem in combination with the corresponding **damage category** (SA4).

Enter the campaign code **"ONxx - Repair in accordance with PAG specifications"** as a reference in the comment field of the warranty claim.

 \Rightarrow Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the References: PIWIS Tester'

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