PORSCHE®

Advanced Technical Information

992, 9YA, 95B PCM Restarts Unexpectedly – Software Fix Temporarily Unavailable

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Macan	2019 - 2021	95B	n/a	n/a
Cayenne	2019 - 2021	9YA, 9YB	n/a	n/a
911	2020 - 2021	992	n/a	n/a

Revision History

Revision	Release Date	Changes
0	August 26, 2022	Original document

Condition

The customer reports the PCM continually and sporadically reboots. Sometimes, the screen freezes beforehand and disallows inputs for a time, though audio playback continues. At other times, the screen may shut off and restart suddenly and without warning.

The workshop confirms the customer complaint.

Technical Background

These failures are due to the PCM's memory allocation. The PCM exceeds the allowed allocation for its navigation system and overruns the computer memory, subsequently crashing the whole system. An upgrade of PCM software to **version 2865** will permanently solve the issue.

This fault is associated with vehicles that have **Cluster 26** PCM software. Check the VAL to ensure this level of software is present before proceeding.

AfterSales

> **A note about 'Cluster XX' PCM software:**
> Often Porsche will refer to modern PCM software by its first two characters. These characters identify the family, or cluster, of that software release. For example, Porsche may refer to PCM software version **28**65 as **cluster 28** (sometimes designated as **CL28**). The same would apply to software version **28**93 and **28**12. All are **cluster 28 or CL28**. Software **3B**05 is **cluster 3B or CL3B**.

Service Information

For 911 (MY20-21 992), Cayenne (MY19-21 9YA/B), and Macan II (MY19-21 95B), this software version 2865 is currently only available when installing a new PCM. As of August 19, 2022, this software is not yet available in the PIWIS tester. Therefore, in confirmed cases, please order a new PCM. (The new parts have cluster 28 software built in from the factory.)

Soon, the target software should be available in the PIWIS tester. When Porsche releases it, we will remove this ATI and replace it with a new TI.

Warranty

As always, be sure to document the repair completely in PQIS. For this repair, please code the "cause" as follows:

Cause location: 91100 Front PCM display and operator control unit
Cause symptom: 4096   Software cannot be installed/enabled

Also, select the relevant labor operation coding associated with the replacement. These will differ with each model type.

Search Items

Reboot, reset, PCM, MIB, CL26, CL28