

9YA/9YB and 992 ConBox Current Draw Discharges 12 V Battery

Vehicles Affected

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

Revision History

Revision	Release Date	Changes
0	September 28, 2022	Original document

Condition

The customer reports that the battery has insufficient voltage to start the vehicle. The workshop confirms this condition and notes an unexpectedly high current draw from the ConBox. Sometimes, the workshop also notes an unexpected active alarm on the vehicle.

Technical Background

The ConBox makes a higher than normal quiescent current draw. This may result from an active alarm or another condition.

There are two noteworthy ConBox ECUs related to this issue: **ConBox Low** and **ConBox High**. Both the 9YA/9YB and 992 have **ConBox Low** installed in production until June 2021. For vehicles with **ConBox High** installed, the following service information is **not applicable**. To determine which ConBox is in the subject vehicle, note the following information:

- If ConBox High is installed in the vehicle, the VAL will contain the label: "Connect (High)."
- If ConBox Low is installed in the vehicle, the VAL will contain the label "Connect" or "Connect (incl. PVTs)."

ConBox High is only installed on models that have MIB3 (also known as PCM6). MIB3 appears on newer models, including MY22 9YA/9YB and 992. MIB3 has more connected functionality than ConBox Low can provide, therefore ConBox Low and ConBox High are not interchangeable.

Service Information

There are no current updates or solutions for **ConBox High** in 992 and 9YA/9YB. The current software version for 992 and 9YA/ 9YB ConBox High is 0360.

For **ConBox Low** on both 9YA/9YB and 992, note the following information.

1. Please address the 12V system by either charging, or replacing the 12V battery, as necessary.
2. Charge the 3.5V ConBox backup battery in the vehicle. The vehicle will only charge this backup battery while the ignition switch is on (Terminal-15).
3. Be sure to take a before-repair VAL.
4. If an active alarm is present in the ConBox, please file a Connect PRMS ticket for support.
5. See the **table below** and update the software accordingly, to the highest level possible.
6. After updating the software, check whether the ConBox is still drawing current from the battery.
7. Be sure to take an after-repair VAL.

Action	On 9YA/9YB models...	On 992 models...
SW 0314 update to SW 0412	TI and update coming soon.	For MY20-MY21 (with software level 0314), see TI (177/20). Programming code = A4V7H
SW 0412 update to SW 0420	For MY21 (with software level 412), see TI (203/21). Programming code: E3D7K	For MY21 (with software level 0412), see TI (203/21). Programming code: A3D7K

See also

TIs (177/20) and (203/21)

Search Items

ConBox, dead battery, starter battery, Li-ion, Connect, VTS

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