

**Porsche Mobile Charger Connect (PMCC) Software Bugs, Loss of Power Setting**

**Vehicles Affected**

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2020	Y1A, Y1B, Y1C	n/a	n/a
Cayenne	As of 2019	9YA, 9YB	n/a	all E-Hybrid models
Panamera	As of 2019	971	n/a	all E-Hybrid models

**Revision History**

Revision	Release Date	Changes
0	November 11, 2022	Original document
1	January 3, 2023	Revised Service Information; added instructions for deactivation of Sleep Mode

**Condition**

Customer complains the Porsche Mobile Charger Connect (PMCC) does not retain the 'last mode' power setting. For example, the customer sets the charging power to 40A (100%), but it reverts to 20A (50%) following a charger Sleep Cycle or following a power cycle.

**Technical Background**

PMCC Communication Board (CommBoard) Software (SW) Version 3014 was released to address software bugs in SW version 2934, e.g. "server authentication error". Unfortunately, SW 3014 introduced a new bug that can cause the PMCC to lose the desired "last mode" setting for charging current / output in conjunction with PowerBoard SW 4100 or lower. That means the power setting reverts to 50% when the charger is unplugged or when the charger enters a sleep cycle.

Communication Board Software 3014 was available via online and update for 8 days before it was stopped.

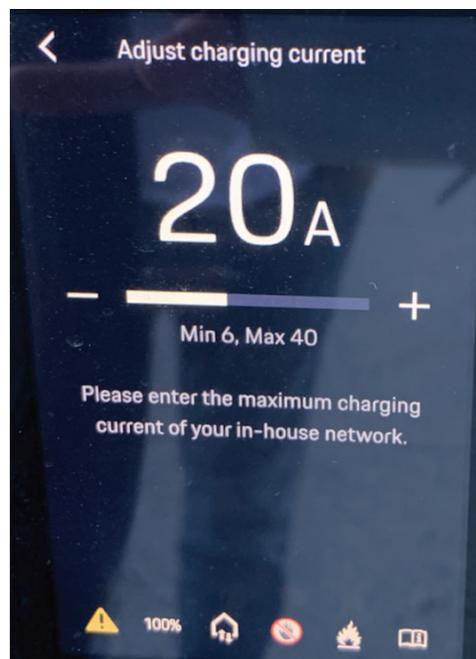


Figure 1

**This software bug is unrelated to Workshop Campaign WMP2**, but the timing and contents of WMP2 and the software bug have led to further confusion.

19.Aug.2022 - WMP2 published

27.Sep.2022 - PMCC communication board SW 3014 released via automatic update

30.Sep.2022 - Customer letter sent to customers affected by WMP2

05.Oct.2022 - PMCC communication board SW 3014 stopped

PowerBoard software is loaded via direct connection to the PIWIS Tester (PT3G or PT4G). PowerBoard SW 4100 was first released via Workshop Campaign WMA7, in conjunction with WMA5 and WMA6 (J1 VR12.1 updates) in Q1/2021.

### Service Information

If the PMCC goes into "Sleep Mode" or if the customer unplugs it, then it will default to 50% (in conjunction with CommBoard SW 3014 and PowerBoard SW <4400).

Deactivating sleep mode and leaving the charger plugged in will allow the PMCC to remain at 100%. See below for instructions on how to deactivate sleep mode.

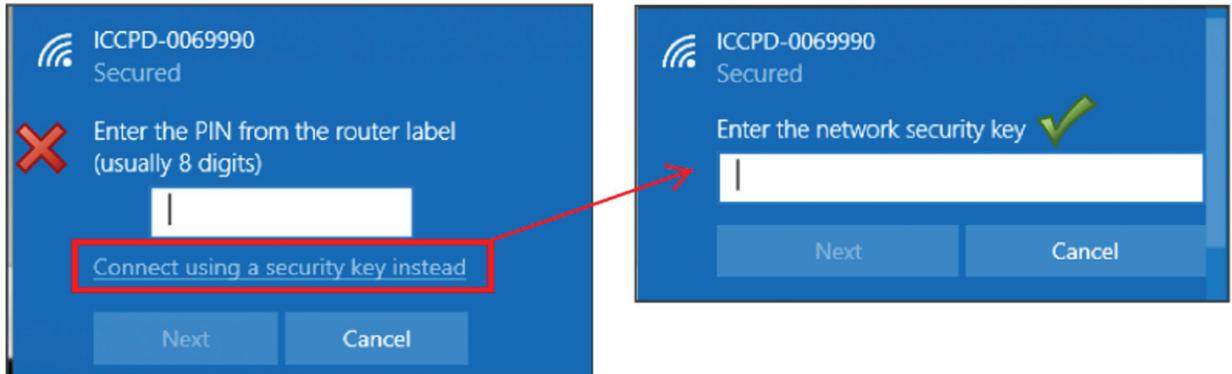
Porsche is working on a software update that will allow the charger to stay at the chosen setting even after going to sleep and/or after unplugging it.

No parts should be replaced for this software bug. Updated software will be released as soon as possible. This document will be updated to reflect the latest available information.

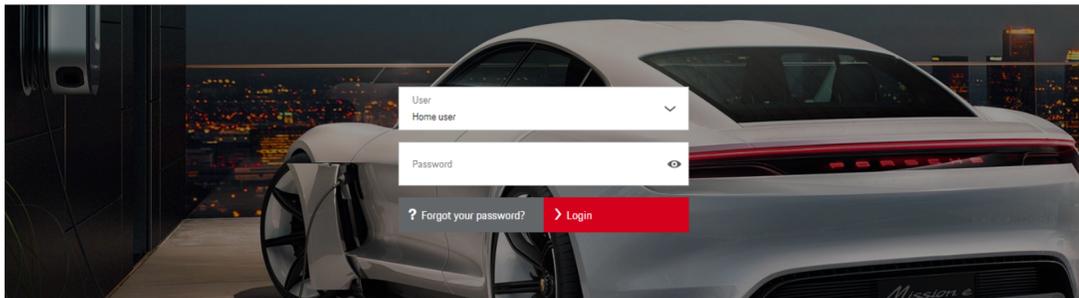
### Deactivating Sleep Mode in Porsche Mobile Charger Connect (PMCC)

1. Connect the PMCC to the wall outlet and wait approx. 30 seconds for the charger to boot up.
2. On the PMCC display, open **Settings -> Networks -> WiFi**.
3. Set WiFi to Active and set Hotspot to Active. Write down the Network Name and Password.
  - Note: The Password is case sensitive, and it may be difficult to differentiate between certain numbers and certain lower- and upper-case letters ("1" vs upper-case "i" vs lower-case "l", for example.)
  - The default Password (WiFi PSK) is provided on the access data letter supplied with the charger. If the access data letter is not available, the password can be provided by a Porsche Dealer or by calling 1-800-PORSCHE.

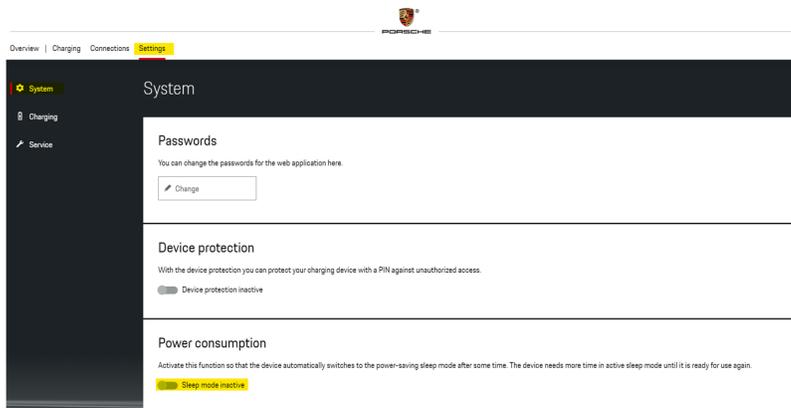
4. Connect the laptop to the PMCC Hotspot via WiFi using the Network Name and Password noted in step 3.
  - Note: The Password is a network security key, not an 8-digit PIN. It may be necessary to click "Connect using a security key instead" to enter the Password.



5. Enter the address 192.168.0.1 in the laptop internet browser.
  - Note: This direct connection over IP may cause a security / site certificate warning. This must be bypassed by clicking "Advanced" then "Continue to 192.168.0.1"
6. Select "**Home user**" and enter the home user password found in the access data letter. If the access data letter is not available, the password can be provided by a Porsche Dealer or by calling 1-800-PORSCHE.



7. Select **Settings -> System ->** and set Power consumption **Sleep mode inactive**.



### Warranty

As always, please document the repair completely in PQIS.

For this repair, please code the "Cause" as follows:

Location: 9981B Mobile Charger Connect

Symptom: 1614 Function not as specified

### Search Items

Mobile Charger Connect, PMCC, evse, charger, last mode, 50%

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