

992, 9YA, 95B PCM and Porsche Innodrive Software 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 19, 2022	Original document
1	April 11, 2023	Update of Service Information

Condition

The customer reports one or more of the following issues:

- 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, without warning.
- Porsche Innodrive does not function. The issue is also sporadic and may continue even after a key cycle.

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.

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 **2865** as **cluster 28** (sometimes designated as **CL28**). The same would apply to software version **2893** and **2812**. All are **cluster 28** or **CL28**. Software **3B05** 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 8, 2022, this software is not yet available in the PIWIS tester. Therefore, in confirmed cases, please order a new PCM and be sure to order the latest supersession. (The new parts have software version 2865 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

PID, Innodrive, reboot, reset, PCM, MIB, CL26, CL28

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