

**Noise Symptom – Hands-Free Quality Impaired in PCM: Making Telephone Calls with Broadband Communication (SY 68/23)**

Model Line: **911 (992)**

Model Year: **As of 2020 up to 2021**

Concerns: **Connect control unit (external communication control unit)**

Symptom: **The customer complains about poor voice quality when making calls with the hands-free system in Porsche Communication Management (PCM). Background noise is perceived as very present.**

Cause: Narrow band communication increases background noise in the vehicle and impairs voice quality. An older Connect control unit (Cluster 2 or 3) can also be installed in vehicles of model year 2020.

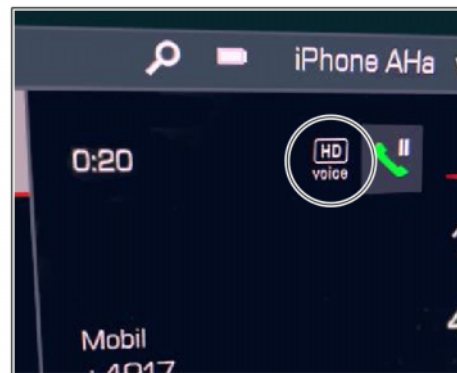
Remedial Action: For improved voice quality, connect mobile phone via Android Auto / Apple CarPlay, if possible. The bandwidth provided by the provider has an effect on the voice quality. Telephone calls with broadband communication (wide band) achieve the best voice quality. Broadband communication is displayed in PCM with the symbol "HD voice" ⇒ "HD voice" symbol in PCM. If the symbol is missing, there is only narrow band communication – if necessary, re-establish connection.

In the case of vehicles of model year 2020, also check the part number for the Connect control unit using PIWIS Tester and replace the Connect control unit if necessary. ⇒ *Technical Information 'Check Connect control unit part number (model year 2020)'*



**Information**

The customer must have broadband communication from the telephone provider.



"HD voice" symbol in PCM

**Required tools as needed**

- Tools:
- Torque wrench, 2 – 10 Nm (1.5 – 7.5 ftlb.), e.g. **V.A.G 1783 - torque wrench, 2 – 10 Nm (1.5 – 7.5 ftlb.)**
  - Torque wrench, 6 – 50 Nm (4.5 – 37 ftlb.), e.g. **V.A.G 1331A - torque wrench, 6 – 50 Nm (4.5 – 37 ftlb.)**
  - **9570/1 - Disassembly tool**
  - **9768 - Electronic torque wrench, 2 – 100 Nm (1.5 – 74 ftlb.)**

- **9900 - PIWIS Tester 3/4**
- Battery charger with a current rating of **at least 90 A, VAS 5908 - battery charger 90 A**

### Check Connect control unit part number (model year 2020)

Work Procedure: 1 Create vehicle analysis log (VAL) and compare **Porsche part number** in the Connect control unit with old part number (Cluster 2 or 3) from the following list:

| Selected country    | Old part number<br>(Cluster 2 or 3) | New part number<br>(Cluster 4) |
|---------------------|-------------------------------------|--------------------------------|
| North America (NAR) | 9Y0035283F                          | 9Y0035283K                     |

- 2 If the Connect control unit matches, replace with new part number (Cluster 4).  
⇒ *Workshop Manual 'Replacing control unit – external communication'*

### Labor position and PCSS encryption

Labor position:

| APOS     | Labor operation                                 | I No. |
|----------|-------------------------------------------------|-------|
| 91255540 | Replacing control unit – external communication |       |
| 91255542 | Replacing control unit – external communication |       |
| 91255544 | Replacing control unit – external communication |       |
| 91255546 | Replacing control unit – external communication |       |
| 91255548 | Replacing control unit – external communication |       |

PCSS encryption:

|                   |       |                  |
|-------------------|-------|------------------|
| Location (FES5)   | 91520 | Central computer |
| Damage type (SA4) | 1611  | non-functional   |

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