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
1	October 20, 2022	Update of Service Information
2	October 28, 2022	Update of Service Information
3	November 3, 2022	Update of Service Information
4	November 7, 2022	Update of Technical Background & Service Information
5	December 15, 2022	Update of Condition, Technical Background & Service Information
6	April 11, 2023	Added advice to remove the VTS subscription
7	June 12, 2023	Update of Actions & Procedures
8	July 11, 2023	Update of PartID

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. **Be sure to gather any information you can about how the customer used the vehicle before the breakdown.**

Technical Background

The ConBox makes a higher than normal quiescent current draw. This may relate to an active alarm or another condition. Likely, the active alarm is consequential to the battery drain and did not cause the battery drain.

Be aware: Sometimes, technicians pull fuses to determine which ECU is causing an unwanted current draw. **Do not do this in this case!** Pulling the ConBox fuse or disconnecting the ECU in any way, while the vehicle is not in 'Service Mode' will cause an alarm activation in the PVTS (Connect) backend.
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 installed only on models that have PCM6. PCM6 appears on newer models, including MY22 and newer 9YA/ 9YB and 992. PCM6 has more connected functionality than ConBox Low can provide, therefore ConBox Low and ConBox High are not interchangeable.

Service Information

There are no current software 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, perform **all four** listed action plans.

Action 1: Preliminary Work and Remove Active Alarm

Procedure

1. Be sure to take a before-repair VAL.
2. **Important:** Do not pull fuses to determine what is causing the current draw. This can trigger an alarm in the VTS system and obscure the cause of the draw.
3. Please address the 12V system by either charging, or replacing the 12V battery, as necessary.
4. 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). If the battery will not charge acceptably, replace it.
5. **Important:** You must ensure the vehicle no longer registers an active alarm. You can check this in the actual values of the ConBox, using the PIWIS tester. (see figure 1 for an example from the HTML version of the VAL) If an active alarm is present in the ConBox, please **reset the alarm** using one of the following methods:

GPS time: Year	2022
GPS time: Month	10
GPS time: Day	28
GPS time: Hour	14
GPS time: Minute	19
GPS time: Second	21
PVTS, contract duration: Year	23
PVTS, contract duration: Month	2
PVTS: Driver card recognized	No
PVTS: Number of driver cards programmed	0
PVTS: Satellite navigation system	GPS
PVTS: Transport mode	not active
PVTS: Workshop mode	not active
PVTS, status: Activation condition	entschärft
PVTS, status: Alarmstatus	Alarm
PVTS, status: Operating mode	Normal oper.

Figure 1

a. **(Useful whether or not the customer has an active Connect subscription.)** File a Connect PRMS ticket to cancel the alarm status. Within 48 hours, Porsche suppliers will reset the alarm status. Note: the car has to have good reception. Be sure to park the vehicle outdoors.

b. **(Only useable if the customer has an active Connect subscription.)** Make sure vehicle remains outside through this process. Trigger the alarm and let it sound for about a minute. The customer will then receive a call from the Vodafone Secure Operating Center and have to answer pre-determined security questions. Since this method requires customer interaction, help prepare the customer for Vodafone's call.

Action 2: Software Update

This action will update the ConBox software and mitigate the issue. However, we do not know how effective this solution is.

Procedure

1. After the alarm has been reset or confirmed not to be active, see the table below and update the software, to the highest level possible. It is not possible to update the ConBox with an active alarm.

Action	On 9YA/9YB models...	On 992 models...
SW 0314 update to SW 0412	For MY19-MY20 (with software level 0314), use programming code **Z4V7R**	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**

Figure 2

2. Once the ConBox is updated:
   - Make sure the 12V battery is charged.
   - Initiate a new standing phase, by driving the car around the block with good connection.
   - After you stop driving, prepare the vehicle for a quiescent current test. Lock the vehicle and make sure no can set an alarm by opening the door or disturbing the interior monitoring.
   - Measure the quiescent current for four hours and attach the test results graph to the PCSS job.
   - Take an after-VAL.
3. If the current draw is still present, please file a Technical Support PRMS ticket.

Action 3: Remove VTS Subscription

This is a temporary workaround. This procedure will remove the VTS service subscription from the vehicle and offer the customer a refund. Be sure to discuss this option thoroughly with the customer.

Note: In some cases, the customer may have previously needed to activate services in order to align the vehicle's alarm status with the backend and help with a related issue. Now, we will cancel the security services to mitigate the battery draw.

Procedure

1. Click this link and follow the prompts to request subscription cancellation: https://forms.office.com/r/SZFbi8Yk54
2. Confirm the VTS service contract is no longer in effect. You will receive an email confirming this.
3. **Important:** You must **ensure** the vehicle no longer has an active VTS Contract. You can check this in the actual values of the ConBox, using the PIWIS tester. (See figure 3 for a screenshot of the PIWIS tester – actual values of the ConBox shown.)

Connect (incl. PVTS)	PVTS, contract duration: Year	23	
	PVTS, contract duration: Month	11	
	PVTS: Transport mode	not active	
	PVTS: Workshop mode	not active	
	PVTS, status: Activation condition	entschärft	
	PVTS, status: Alarmstatus	Alarm	
	PVTS, status: Operating mode	Normal oper.	

Figure 3

4. Inform the customer that VTS services are now canceled. Also, tell the customer to expect a confirmation email and refund to the source of their original payment method.

Action 4: Replace the ConBox

This procedure will give the customer a new ConBox and allow PCNA to analyze the original part.

Note: Disconnecting the ConBox while the alarm is active or the contract is active will set the alarm, cause trouble for the repair, and make the removed ConBox useless for future analysis.

Procedure

1. After the confirming removal of the subscription in action 3, replace the ConBox using workshop manual instructions.
2. Ensure the replacement ConBox has the highest level of software available. (See Action 2)
3. The original ConBox will be requested by PCNA for delivery.

See also

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

Search Items

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