Y1A – PCM Display Stuck on Loading Spinner

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	2020 - 2023	Y1A, Y1B, Y1C	N/A	-

Revision History

Revision	Release Date	Changes
0	September 8, 2023	Original document

Condition

Customer complains of PCM display stuck on loading spinner while Bluetooth and radio are still functional by steering wheel buttons. (This ATI applies to the concern shown in Figure 1 but **NOT** Figures 2 & 3)

Technical Background

There is a conflict in software between the PCM and display causing the display to be stuck in a loop. The fault currently occurs after VR19.0.1-update has been performed, affecting PCMs at software versions 3793 & 3823. There are no fault codes associated with the display issue. Refer to the images below for the correct condition that applies to the concern.

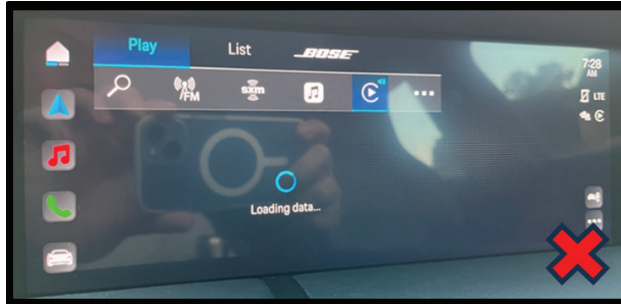**Figure 1 - Loading Spinner (No additional icons or text)**
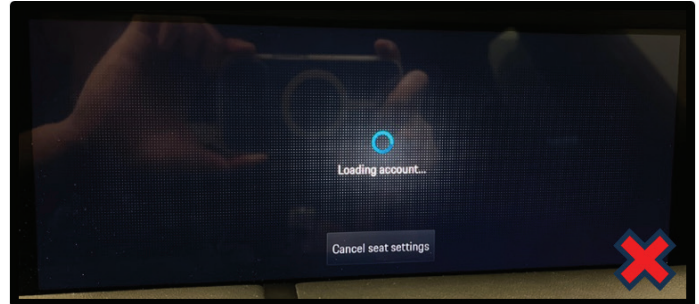
Figure 2 – Media loading (Not applicable)

Figure 3 – Account loading (Not applicable)

Service Information

The temporary solution for this issue is to perform a factory reset for the PCM.

1. Create a separate PCSS job line for the concern.
2. Create a Pre-VAL.
3. Verify there are no relevant fault codes to the PCM.
4. In the PIWIS tester, perform PCM factory settings reset procedure found under the Maintenance repair tab. (Refer to Figure 4)
5. Confirm the display is operational again after performing the reset.
6. Create a Post-VAL.

It is imperative **NOT** to replace the PCM. Replacement of the PCM has been proven ineffective to remedy the issue as the problem may return.
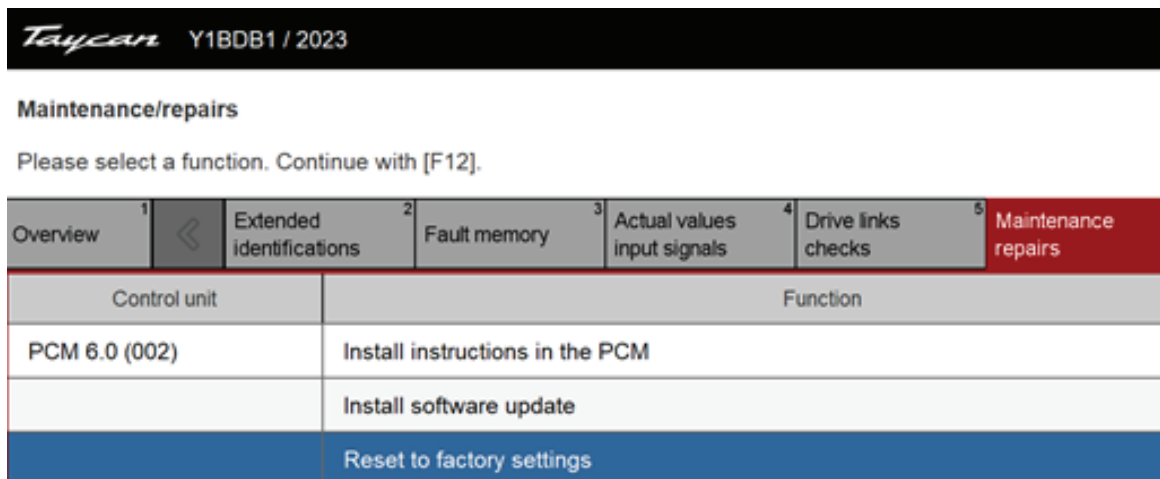

Figure 4 – Factory reset

This ATI will be updated when a software solution is released.

Warranty

As always, please document the repair completely in PCSS.

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

Cause location: 91520 Central computer PCM
Cause symptom: 1613 No function occasionally

Use the following labor operations:
03350050   On board diagnostic
03350053   On board diagnostic. Create VAL
91522550   Central computer PCM program
03350063   On board diagnostic. System test after repair, Create VAL

Search Items

Taycan, PCM, Loading, Stuck, Display, Spinner