

**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)

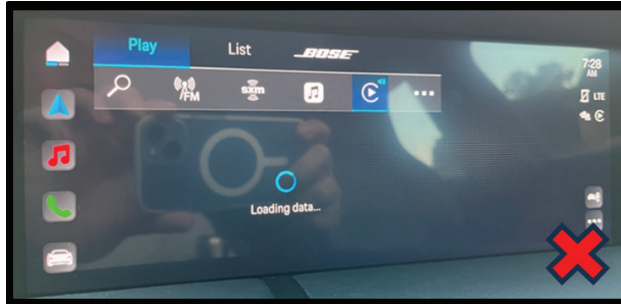


Figure 2 - Media loading (Not applicable)

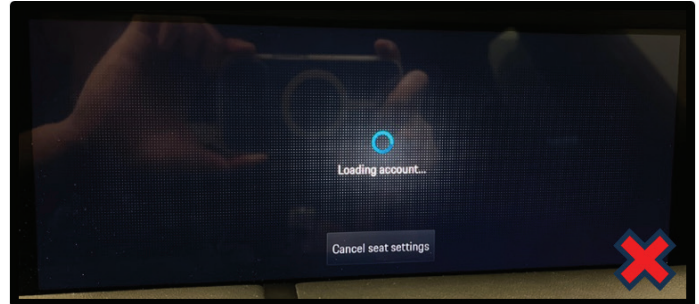


Figure 3 - Account loading (Not applicable)

**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.

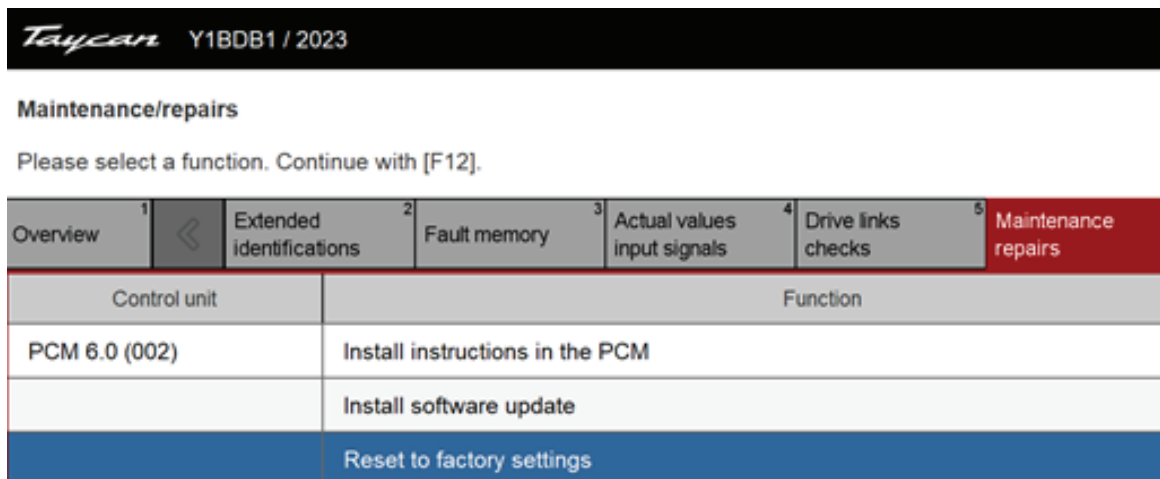


Figure 4 - Factory reset

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

---

**Important Notice:** Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

---