

**VTS Remote Services Fail due to False 3G**

**Vehicles Affected**

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Macan	As of 2019	95B	N/A	N/A
Panamera	As of 2012 up to 2016	970	N/A	N/A
718	As of 2017	982	N/A	N/A

**Revision History**

Revision	Release Date	Changes
0	November 17, 2023	Original document

**Condition**

The workshop cannot commission the PCC/PVTS control unit using the PIWIS tester. Consequently, the customer will not be able to use VTS remote services. Sometimes VTS remote services that previously worked will stop working.

**Technical Background**

When commissioning or using VTS, the PCC/PVTS control unit must connect to an active GSM network. Starting in 2022, 3G mobile networks are no longer active, so the ECU must find a 4G network. The issue occurs because the subject vehicle's PCC/PVTS control unit gets confused and looks for a 3G network instead of looking for a 4G network. Because of a bug, it stops looking for other networks and becomes stuck attempting to connect to the disabled 3G network.

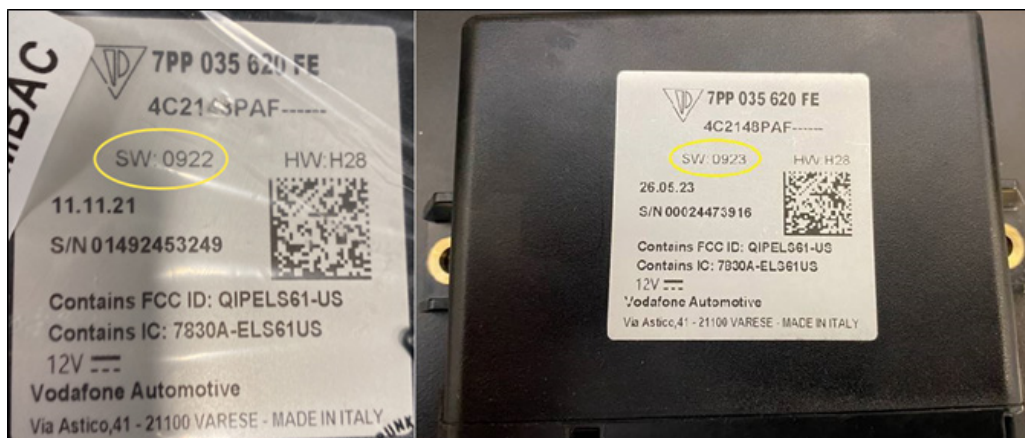
### Service Information

The workshop must replace the PCC/PVTS control unit to fix this condition. The desired part number is 958.035.620.J. The ECU label should show software version 0924. (See figure 1. This is a 'good' part.)



**Figure 1**

If you receive this part with a software version lower than 0924, please submit a Parts Claims and Returns PRMS ticket to your Area Parts Support Specialist for further instructions. (See figure 2 for 'bad' part examples.)



**Figure 2**

### Search Items

VTS, remote services, vehicle tracking, 3G sunset, Connect

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