

**Complaint - Call Accept Button Does not Function at Times with Apple iPhone®:  
Re-Programming Instrument Cluster Control Unit (101/19)**

**Change overview**

Version	Date	Change
0	01/10/2020	• First publication
1	07/20/2020	• Remedial action added
2	12/14/2023	• PIWIS Tester software adapted • Target software version adapted

Model Line: **Macan (95B)**

Model Year: **As of 2019 up to 2020**

Concerns: **Instrument cluster control unit**

Information: When using Apple iPhones, no calls can be accepted using the Call accept button on the multi-function steering wheel after connecting via Bluetooth.

Cause: This fault can occur because of a communication problem between the instrument cluster control unit and Modular Infotainment System (MIB).

Remedial Action: In the event of a customer complaint, check the software version and re-program the instrument cluster with the appropriate programming code.

**Overview of the software versions affected**

Software version	Model year
1830	2019 only
0833	2019 only
0835	2019 and 2020
0838	2020 only
0839	2020 only



**Information**

- The total time required for control unit programming is **approx. 100 minutes**.
- This software update also corrects the complaint "Continuous tone of the ParkAssist buzzer sporadically cuts out: Re-programming instrument cluster control unit" (see Technical Information 85/20).

## Required tools

- Tools:
- **P90999 - PIWIS Tester 4** with PIWIS Tester software version **41.400.010** (or higher) installed
  - **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 battery charger 90A**.

## Preparatory work

### NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.
- ⇒ Before getting started, connect a suitable battery charger with a current rating of at least 90 A to the jump-start terminals.

### NOTICE

Control unit programming will be aborted if the WLAN connection is unstable.

- An unstable WiFi connection can interrupt communication between the PIWIS Tester and the vehicle communication module (VCI). As a result, programming may be aborted.
- ⇒ During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.

### NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- If the driver's key is not recognized in vehicles with Porsche Entry & Drive, programming cannot be started or will be interrupted.
- ⇒ Switch on the ignition using the original driver's key. To do this, replace the control unit in the ignition lock with the original driver's key if necessary.

Work Procedure: 1 Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"*.

2 Read out the software version.

2.1 Connect the **PIWIS Tester** to the vehicle and switch on the **PIWIS Tester**.

2.2 Switch on ignition.

2.3 Start diagnostics.

2.4 Select "**Instrument cluster**" control unit.

2.5 Select the "**Extended identifications**" tab.

2.6 Read out and note the software version.

**Re-programming instrument cluster control unit**

Work Procedure: 1 The basic procedure for programming a control unit is described in the Workshop Manual ⇒

*Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Programming"*.

**Specific information on control unit programming in the context of this Technical Information:**

Required PIWIS Tester software version:	<b>41.400.010</b> (or higher)
Type of control unit programming:	Control unit programming using the <b>'Campaign' function in the Additional menu</b> on the PIWIS Tester by entering a programming code.
Software version: <b>1830</b>	Programming code: <b>P2K2K</b>
Software version: <b>0833</b>	Programming code: <b>P8H8J</b>
Software version: <b>0835, 0838, 0839</b>	Programming code: <b>D2X7E</b>
Programming sequence:	Read and follow the <b>information and instructions on the PIWIS Tester</b> during the guided programming sequence. During the programming sequence, the instrument cluster control unit is <b>re-programmed</b> and then automatically <b>re-coded</b> . <b>Do not interrupt programming.</b>
Programming time (approx.):	<b>100 minutes</b>
Software version programmed during this campaign:	<b>0846</b> Following control unit programming, the software version can be read out of the instrument cluster control unit in the ⇒ 'Extended identifications' menu using the PIWIS Tester.

Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Troubleshooting"</i> .
Procedure in the event of a termination in the control unit programming:	Repeat control unit programming by restarting programming.

### Invoicing

Invoicing: For documentation and warranty invoicing, enter the PQIS coding and labor operations specified below in the warranty claim:

APOS	Labor operation	I No.
90250100	Checking instrument cluster	
90252500	Programming of the instrument cluster	

PQIS coding:

<b>Location (FES5)</b>	9162	Multi-function buttons on steering wheel
<b>Damage type (SA4)</b>	1612	Do not function at times

References: ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

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