

PCM6 Vehicles Lose LTE Connectivity

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2020	Y1A, Y1B, Y1C	N/A	N/A
911 Carrera	As of 2022	992	N/A	N/A
Cayenne	As of 2022	9YA, 9YB	N/A	N/A
Panamera	As of 2022 up to 2023	971	N/A	N/A

Revision History

Revision	Release Date	Changes
0	February 9, 2024	Original document

Condition

The customer reports that the vehicle loses LTE connectivity. On the right side of the PCM screen, the LTE icon is replaced by two opposing horizontal arrows with a slash through them. (See figure 1.) In many cases, the connectivity returns after a key cycle and workshop action is not necessary. In bad cases, the customer cannot recover connectivity and must visit the workshop.

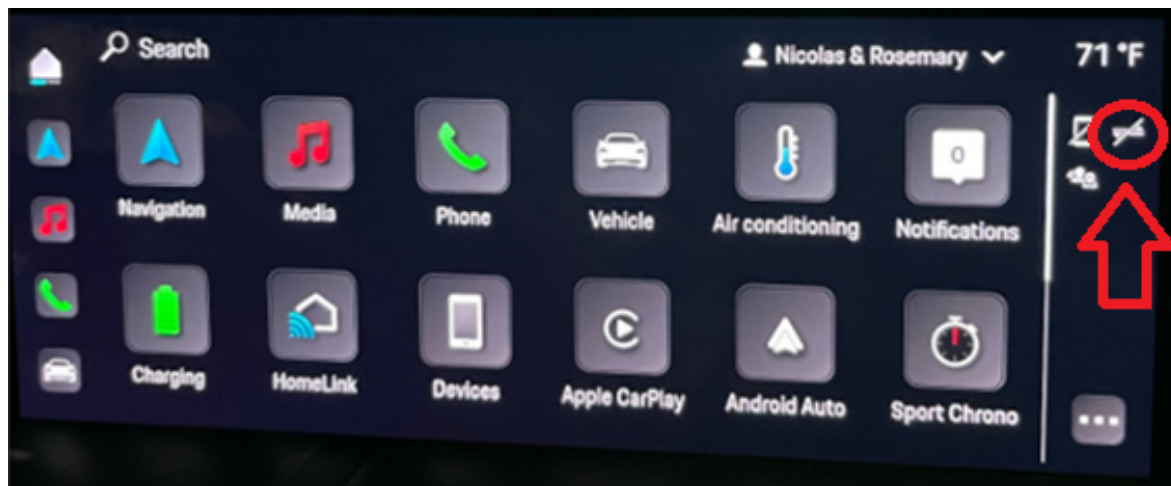


Figure 1

Technical Background

There are errors in the operation of the ConBox. Porsche is working on a permanent fix. This issue only occurs on PCM6 vehicles (often called release 3 vehicles).

Service Information

The workshop can often recover LTE connectivity by resetting the ConBox. A simple way to do this is to deactivate Flight Mode.

To do this, use the PIWIS tester to navigate to the "Connect" control unit. Select "Maintenance repairs". Then, select: "Deactivate Flight mode" and follow the on screen prompts to completion.

You can the following encoding information for this work:

Location (FES5)	9947 External vehicle communication
Damage type (SA4)	1614 Function not as specified

Search Items

Connect, bars, LTE, Connectivity, Service, Connection, Wi-Fi

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