

**Activation of Car Security Package Not Possible: Check and Reset Connectivity Control Units (26/24)**

Model Line: **911 (992)**

Model Year: **As of 2019**

Concerns: **Car Security package**

Cause: **The customer was informed by Connect Support that activation of his Car Security package is not possible and asked to move his vehicle to an area with sufficient mobile phone reception to successfully complete activation.**

If this has, nevertheless, not led to successful activation of the Car Security Package, the customer is referred by Connect Support to his/her responsible Porsche Center for further diagnosis and troubleshooting.

Action: If activation fails despite sufficient mobile phone reception, proceed as follows:

- Checking mobile phone reception in the display unit and control panel
- Checking fault memory entries of the connectivity control units in the vehicle
- Checking mobile phone network registration status
- Resetting the connectivity control units
- Check the activation of the Car Security package in PCSS after 24 hours

**Required tools**

- Tools:
- **P90999 - PIWIS Tester 4**
  - Battery charger with a current rating of **at least 90 A**, e.g., **VAS 5908 90A battery charger**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charging battery and vehicle electrical system'*

**Check fault memory entries and perform a hard reset**

- Work Procedure: 1 Check mobile phone reception in the display unit and control panel.
- 1.1 Connect and switch on the battery charger.
  - 1.2 Switch on the ignition.
  - 1.3 Check in the display and control panel whether the **LTE** or **3G/2G symbol** is shown on the display.

Assessment	Action
LTE or 3G/2G symbol is displayed.	Continue with ⇒ 2.
LTE or 3G/2G symbol is not displayed.	<b>Ensure that you have sufficient mobile phone and satellite reception at the present location.</b>  Then press ⇒ 2 to continue.

- 2 Check fault memory entries of the connectivity control units in the vehicle.
  - 2.1 Connect PIWIS Tester to the vehicle.
  - 2.2 Read out the fault memory of the **Gateway, Over the Air** and **Connect** control units depending on the vehicle equipment.

Assessment	Action
There are <b>no fault memory entries</b> .	Continue with ⇒ 3.
There are <b>fault memory entries</b> .	<b>Process and rectify all fault memory entries using guided troubleshooting.</b>  <b>Important:</b> Apply priority for fault memory entries that refer to the <b>GPS</b> and <b>LTE antennas</b> .  Then press ⇒ 3 to continue.

- 3 Check registration for **mobile network** in **Connect** control unit.
  - 3.1 Call up measured values for **Connect** control unit and check the registration status for the **mobile phone network**.



#### Information

The measurement value "mobile network, registration status" is displayed in plain text.

Status	Action
registered	Go to ⇒ 4.
not registered	<b>If LTE reception is available but no registration takes place, back-end checks are required through Connect service support.</b>  Contact Connect Services support in order to coordinate the further procedure.

- 4 Reset the connectivity control units.

- 4.1 Switch off the ignition and disconnect the PIWIS Tester from the vehicle.
  - 4.2 Switch off and disconnect the battery charger.
  - 4.3 Disconnect vehicle electrical system battery from vehicle, release negative battery terminal and disconnect ground line from vehicle electrical system battery.  
For instructions, see: ⇒ *Workshop Manual '270619 Removing and installing the battery'*
  - 4.4 After a waiting time of **at least one minute**, attach the ground wire to the vehicle electrical system battery and tighten the negative terminal.  
For instructions, see:  
⇒ *Workshop Manual '270619 Removing and installing the battery'*  
⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*
  - 4.5 Connect and switch on the battery charger again.
  - 4.6 Switch on the ignition and connect PIWIS Tester to the vehicle.
  - 4.7 Perform an additional reset of the **Connect control unit** using the PIWIS Tester.  
 **Information**  
The additional reset of the **Connect control unit** with the PIWIS Tester is required, since the backup battery installed in the control unit can in some cases prevent the Term. 30 reset internally.
  - 4.7.1 Select the **Connect** control unit in the "Overview") menu), and confirm with •F12" ("Next").
  - 4.7.2 Generate vehicle analysis log, then the menu "Incremented identification" is displayed.
  - 4.7.3 In the "**Control links check**" menu, select "**Control links**" function and confirm with •F12" ("Next").
  - 4.7.4 Select "**Control unit, Reset**", and press •F12" ("Next") to confirm.
  - 4.7.5 Start the routine with •F8" ("Start"). (The display 11070 is not observed!)
  - 4.7.6 After running successfully, the "**Control links check**" menu opens automatically.
  - 4.8 Read out and delete all control unit fault memories.
  - 4.9 Exit the diagnostic application, switch off the ignition and disconnect the PIWIS Tester from the vehicle.
  - 4.10 Switch off and disconnect the battery charger.
- 5 **24 hours** after steps 1 to 4 have been carried out, check in PCSS whether the Car Security package is displayed as "**active**".

Display in PCSS	Action
active	End of remedial action.
not active	Contact Connect Services support in order to coordinate the further procedure.

**PCSS encryption**

Labor position:

APOS	Labor operation	I No.
99449599*	Connected Security troubleshooting	

PCSS encryption:

Location (FES5)	9944A	Car Security Package
Damage type (SA4)	4113	Service not available

\*Only actual time elapsed, verified by a separate identifiable time punch may be claimed.

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