

Telephone Buttons on the Multi-Function Steering Wheel Occasionally Not Functioning: Re-Program Instrument Cluster Control Unit (227/24)

Model Line: **Cayenne (9YA / 9YB)**

Model Year: **As of 2021 up to 2023**

Concerns: **Telephone buttons on the multi-function steering wheel**

Cause: **The customer complains that calls cannot be answered or ended using the telephone buttons on the multi-function steering wheel. Operation is only possible via the display and control panel.**
No fault memory entries are stored in the fault memory with regard to the telephone buttons on the multi-function steering wheel.

Action: In the event of a customer complaint, re-program the instrument cluster control unit using the PIWIS Tester.



Information

The minimum programming requirement is the PIWIS Tester software release **43.100.000** (or higher).

Required tools

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

Re-program instrument cluster control unit

Work Procedure: 1 Re-program instrument cluster control unit.

The basic procedure for control unit programming is described in the Workshop Manual and is to be followed. ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

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

Required PIWIS Tester software release:	43.100.000 (or higher)
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Type of control unit programming:	Control unit programming using the " Automatic programming " function of the instrument cluster control unit: " Instrument cluster " control unit – " Coding / programming " menu – " Automatic programming " function.
Programming sequence:	Read and follow the information and instructions on the PIWIS Tester during the guided programming sequence. The instrument cluster control unit is re-programmed during the programming sequence. The control unit is then re-coded automatically . Do not interrupt the programming and coding process. Once the control units have been programmed and coded, you will be prompted to switch the ignition off and then back on again after a certain waiting time. Backup documentation of the new software releases is then performed.
Programming time:	Programming takes up to 110 minutes , depending on equipment.
Data record for the instrument cluster control unit programmed as part of this programming:	▪ Instrument cluster control unit Software release: 0986 (or higher)
Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'</i> .
Procedure in the event of a termination in the control unit programming:	Repeat control unit programming by restarting programming.

- 2 Read out and delete all control unit fault memories.
- 3 End the diagnostic application. Switch off the ignition and disconnect the **P90999 - PIWIS Tester 4** from the vehicle.
- 4 Switch off and disconnect the battery charger.
⇒ *Workshop Manual '270689 Charging vehicle electrical system battery'*

Labor position and PCSS encryption

Labor position:

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
90252541	Re-program instrument cluster	

PCSS encryption:

Location (FES5)	4810B	Multi-function buttons on steering wheel
Damage type (SA4)	1611	not functioning

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