

"Plug and Charge" Function Greyed Out in Display and Control Panel - Activation Not Possible: Observe Specified Procedure (SY 222/24)

Change
Overview:

Release	Date	Change
1	January 23, 2025	▪ First publication
2	February 18, 2025	▪ Update of PCSS encryption

Model Year: **As of 2024**

Model Line: **Macan (XAB)**

Concerns: **Central computer (PCM)**

Symptom: **The "Plug and Charge" function in the display and control panel is greyed out and cannot be activated.**

Root Cause: The factory reset of the central computer (PCM) required in the course of the sales check (PDI) was not carried out.

Remedial
Action: Reset the central computer (PCM) to factory defaults.

Required Tools

Tool:

- 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'*

Reset the central computer (PCM) to factory defaults.

Work Procedure:



Information

- The remedial measure takes approx. 30 min
 - Use WiFi connection if possible
 - On resetting to factory settings, the user profiles saved in the vehicle and the associated personal data (e.g. the Porsche ID, navigation destinations, driving assistance preferences) are deleted.
- 1 Connect and switch on the battery charger.
⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*
 - 2 Place original remote control in emergency start tray.

- 3 Establish readiness for operation in the vehicle.
- 4 Reset the central computer (PCM) to factory defaults.
 - 4.1 Start the display and control panel (PCM) and select the **"Settings"** menu item.
 - 4.2 Select the **"System"** menu item.
 - 4.3 Select the function **"Reset system to factory defaults"** and confirm using **"Next"**.
 - 4.4 Select the **"Reset"** button. Do not end readiness for operation during the reset.
As soon as the reset to the factory settings has been successfully completed, the displays are switched on again.
 - 4.5 After successful run, **do not end** readiness for operation and leave for **10 minutes** to restore.

- 5 Review in the display and control panel whether the date and time have been updated automatically.



Information

Do not set the date and time manually. If necessary, park the vehicle outdoors to improve GPS/radio reception.

- 6 Register/activate main user on the vehicle.
⇒ The procedure for registering/activating a main user is described in the Driver's Manual for the vehicle.



Information

If a main user has already been registered on the vehicle, they remain even after the factory reset.

- 7 End and then restore readiness for operation on the vehicle.
- 8 Call up and review **"Plug and Charge"** function in the display and control panel.

The visibility/activation of the function can take up to 15 minutes; do not end the readiness for operation during this time.

Assessment		Action
(✓)	"Plug and Charge" function is visible/usable.	"Plug and Charge" function OK. Switch off and disconnect the battery charger. ⇒ <i>Workshop Manual '270689 Charging vehicle electrical system battery'</i> End of action.
(x)	"Plug and Charge" function is still greyed out after 15 minutes.	Deactivate and activate menu item "Compatibility mode" once, It is located above the "Plug and Charge" function.

If this does not lead to visibility/activation of the **"Plug and Charge"** function,
Repeat Steps 4 to 8 up to two times (three times total).
Go to ⇒ 4.

If the function is still greyed out, please contact Technical Support.

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
91522540	Program central computer (central computer had to be reset 1x)	
91522541	Program central computer (central computer had to be reset 2x)	

PCSS encryption:

Location (FES5)	91100	Front PCM display and operator control unit
Damage type (SA4)	4041	Incorrect Display

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