No Access to the Vehicle via the MyPorsche App: Performing Software Update (65/23)

Model Line: **Taycan (Y1A / Y1B / Y1C)**

Model Year: **As of 2020 up to 2024**

Concerns: **Control unit for central computer (PCM)**

Cause: **No access to the vehicle via the MyPorsche app with the message 'Vehicle in private mode' although the vehicle is not in private mode.**

Action: In the event of a complaint, re-code the central computer (PCM) with the latest PIWIS Tester software release.

Information

The minimum programming requirement is the PIWIS Tester software release **43.200.020**.

Required tools

Tools:

- **P90999 - PIWIS Tester 4**
- Battery charger with a current rating of **at least 90 A**, e.g. **VAS 5908 - battery charger 90 A**
- **USB storage medium Type A+C 32 GB (for PCM update)**, Part-No. V04014999WW000, already available at the Porsche Center

Overview of PCM update

Information

The central computer (PCM) software update is performed using a USB storage medium. The software release that is specific to each region must be **downloaded** using the software tool **PiUS** (Porsche integrated Update Service) and must be **installed** on a blank USB storage medium.

Pay particular **attention** to the following:

- For this PCM software update, a USB storage medium must be used.
- To use the software tool, **one** blank or re-writable USB storage medium is required for **each** individual software.
- The software available in PiUS must **only** be used in accordance with the instructions provided in a Technical Information published for this purpose.

The software listed here may **only** be used for the action **described here**. Damage to the central computer cannot be ruled out if the software is used on other vehicles.

You will find further information on installation and use for the PiUS software tool in the PPN portal under *__PiUS (Porsche integrated Update Service) goes live__*.

Overview:

Part No.	**Designation – Region**	**Vehicle allocation**
9Y2909000AF	USB storage medium for PCM update – North America – Mexico	I-No. ER3 / ER4

Re-programming control unit for central computer (PCM)

Information

Before starting programming, particular attention **must** be paid to the following:

- Switch the charger off and on once; the battery charger display **must** be off before starting it again, because the battery charger automatically switches to trickle charge after 5 hours (default setting in the charger).
- The charger must be set to **14.8 V** charging voltage and operated in **charging mode**.
- Vehicles with a PVTS contract must have Workshop mode activated.
- **The PIWIS Tester must not be charged using the cigarette lighter!**

Work Procedure:

1 Unless otherwise already done, prepare USB storage medium with the software required for the PCM central computer depending on the country variant in accordance with the above overview.

⇒ *Technical Information 'Overview of PCM update'*

2 The basic procedure for control unit programming is described in the Workshop Manual ⇒ *Workshop Manual 'Basic Instructions and Procedure for Control Unit Programming Using the PIWIS Tester'*.

3 Select Guest account from the central display (PCM) and activate **Privacy mode** (available in some countries).

Information

If Privacy mode is not active, programming may be aborted, resulting in a defect in the central computer (PCM).

4 Re-program central computer (PCM).

For specific information on control unit programming during this campaign, see the table below.

Required PIWIS Tester software release:	**43.200.020** (or higher)
Type of control unit programming:	PCM central computer update using PIWIS Tester start code to start the guided programming sequence. The PCM application software is loaded via USB storage medium. In the control unit selection (**'Overview'** menu) select the **PCM central computer** control unit and select the **'Service/repairs'** menu. Select the **'Install software update'** function and press F12 ('Next') to perform the software update.
Programming code:	**X6H2L**
Programming sequence:	Read and follow the **information and instructions on the PIWIS Tester** during the guided programming sequence. **Do not interrupt programming and coding.** A backup documentation process for the re-programmed software versions starts once programming and coding is complete.
Required software (part number and software version):	▪ **North America/Mexico** (M-No. ER3/ER4): **9Y2909000AF / 3885**
Programming time (up to):	**25 minutes**
Procedure in the event of error messages appearing during the programming sequence:	⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "troubleshooting"'*
Procedure in the event of a termination in the control unit programming:	Repeat control unit programming by restarting programming. Additional instructions for aborted programming ⇒ *Technical Information '9X00IN Additional instructions on aborted programming'*
Integration test procedure:	▪ The integration test shows a green result regardless of this update

5 Remove USB storage medium.

6 Read out all **fault memories**, process and delete existing faults if necessary.

Information

If control units are found to have faults that are **not** caused by control unit programming, these must first be **found** and **corrected**.

7 Press F3 to start the integration test in the control unit selection.
All affected control units should now be successfully re-programmed or checked in the control unit overview and their status.

Information

If a deviation in the integration test is still indicated despite programming being carried out, this must be repeated. If the deviation persists, contact Technical Support.

8 End the diagnostic application. Switch off the ignition. Disconnect the Tester from the vehicle.

9 Set battery charger back to a charge voltage of 14.4 volts.

Additional instructions on aborted programming

Information

If individual programming steps or rework could not be carried out correctly, see Workshop Manual for the basic procedure for control unit programming using the PIWIS Tester. ⇒*Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - Section on "Troubleshooting"'*

In the event of a fault, logging must **always** be created during programming using Ctrl and L using the PIWIS Tester.

Notes:

Control unit:	**Situation:**	**Action:**
Cancelling individual control units:	One or more control units cannot be programmed or can no longer be accessed	▪ Check on whether the control unit can be accessed using the PIWIS Tester or if bus idle does not have to be carried out ▪ Control unit still not accessible –> Remove fuse for control unit –> Ignition on –> Ignition off –> Re-insert fuse ▪ Control unit still not accessible –> Disconnect battery overnight

		▪ Check whether the control unit is accessible ▪ Carry out programming individually using the integration test (F3) in the control unit overview
Central computer (PCM)	The central computer freezes while loading	▪ Starting programming again ▪ Performing PCM factory reset using the guided PIWIS Tester procedure
Central computer (PCM)	The central computer control unit cannot be accessed	▪ Pulling out fuse for central computer control unit –> Ignition on –> Ignition off –> Re-insert fuse
Central computer (PCM)	Programming of the central computer (PCM) aborts when **Fault 33** is detected	▪ Fault 33 is displayed in the central computer display during programming ▪ Start the update in the Developer menu on the central computer (PCM). The update may **only** be started from the Developer menu in this case because the PCM is already in the Developer menu ▪ If the update still cannot be performed –> replace central computer (PCM)
Central computer (PCM)	No start of programming	▪ Programming is started via the additional menu and not in the central computer (PCM) control unit under **Service / repairs** as described in the TI
Central computer (PCM)	Programming is not started or programming is interrupted	▪ For other topics that are not listed in the TI, a PRMS ticket must be created before replacing the PCM system

Labor position and PCSS encryption

Labor position:

APOS	**Labor operation**	**I No.**
91522540	Programming central computer	

PCSS encryption:

Location (FES5)	91520	Central computer
Damage type (SA4)	1614	function not as per specification

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