

**Charging of the High-Voltage Battery Not Possible or Faulty, Error Messages After Charging:  
Re-Program High-Voltage Charger (OBC) Control Unit (95/22)**

Revision: This bulletin replaces bulletin ATI Group 2 2202.1, dated April 29, 2022.

Version	Date	Change
0	06/30/2022	▪ First publication
1	04/17/2025	▪ Update of software version

Model Year: **2021**

Vehicle Type: **Cayenne E-Hybrid (9YA/9YB) / Cayenne Turbo S E-Hybrid (9YA/9YB)**

Equipment: **Charger 7.2 kW (M-Nr. KB2)**

Concerns: **Control unit for high-voltage charger (OBC)**

Information: **Various symptoms during or after charging the high-voltage battery, e.g.:**

- Charging of the high-voltage battery not possible or charging process is aborted
- Check Engine light in the instrument cluster after charging or charging attempt active
- Fault memory entry 'U112100 – Data bus – missing message (D1211D)' stored in the fault memory of the high-voltage charger (OBC) control unit

Action required: In the event of a customer complaint, re-program the high-voltage charger (OBC) control unit using the PIWIS Tester with **PIWIS Tester software version 42.700.030** (or higher) installed and the corresponding programming code.



**Information**

The total time required for control unit programming is **approx. 4 minutes**.

**Required tools**

Tool:



**Information**

The Cayenne is equipped as standard with a **lithium starter battery**, which must only be charged using suitable battery chargers.

For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '2706IN Load general information on the 12-volt lithium-ion battery'* and ⇒ *Workshop Manual '270689 battery, vehicle electrical system'*

- **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 battery charger 90A**.
- **P90999 - PIWIS Tester 4** with PIWIS Tester software **version 42.700.030** (or higher) installed

## Preliminary work

### NOTICE

**Fault entry in the fault memory and control unit programming aborted due to low voltage.**

- **Increased current draw during diagnostics or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**
- ⇒ **Before getting started, connect a suitable battery charger with a current rating of at least 90 A to the jump-start terminals.**

### NOTICE

**Control unit programming will be aborted if the Wi-Fi connection is unstable.**

- **An unstable Wi-Fi connection can interrupt communication between PIWIS Tester and the vehicle communication module (VCI). As a result, programming may be aborted.**
- ⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) using the USB cable.**

### NOTICE

**Control unit programming will be aborted if the driver's key is not detected**

- **If the driver's key is not detected in the vehicle, programming cannot be started or will be interrupted.**
- ⇒ **Place the driver's key with the back facing down in front of the lock opening for the center console cover to ensure a permanent radio link between the vehicle and driver's key.**

Work Procedure: 1 Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"*.

## Re-programming high-voltage charger (OBC) control unit

Work Procedure: 1 The basic procedure for programming a control unit is described in the Workshop Manual ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Programming"*.

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

Required PIWIS Tester software version:	<b>42.700.030</b> (or higher)
Type of control unit programming:	Control unit programming using the <b>'Campaign' function in the Additional menu</b> on the PIWIS Tester by entering a programming code.
Programming code:	<b>E3S3U</b>
Programming sequence:	Read and follow the <b>information and instructions on the PIWIS Tester</b> during the guided programming sequence. During programming, the high-voltage charger (OBC) control unit is <b>re-programmed</b> and then <b>re-coded</b> automatically.  <b>Do not interrupt programming.</b>
Programming time (approx):	<b>4 minutes</b>
Software version programmed during this campaign:  The software version information in the programmed data record is based on the specified PIWIS Tester software version. Please note that this may be different in a higher version.	<b>1192</b>  <ul style="list-style-type: none"> <li>Following control unit programming, the software version can be read out of the high-voltage charger (OBC) control unit from the 'Extended identifications' menu using the PIWIS Tester.</li> </ul>
Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Troubleshooting"</i> .
Procedure in the event of a termination in the control unit programming:	Repeat control unit programming by restarting programming.

### Concluding work

- 1 Carry out general rework for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Rework"*.

### Invoicing

For documentation and warranty invoicing, enter the working position and PCSS encryption specified below in the warranty claim:

APOS	Labor operation	I No.
27972501	Programming high-voltage charger	

PCSS encryption:

Location (FES5)	27970	High-voltage charger
Damage type (SA4)	1611	does not function

References:     ⇒ *Workshop Manual '270689 Charging vehicle electrical system battery'*  
                   ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

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