

Loss of a Driver's Key While Transporting the Vehicle (31/12)

Change overview

Release	Date	Change
0	09/07/2012	▪ First publication
1	05/04/2020	▪ Vehicle types added
2	05/07/2024	▪ Vehicle types added
3	07/23/2024	▪ Labor positions added
4	07/07/2025	▪ Vehicle types added ▪ Labor positions added

Model Line: **718 – all models (981 / 982)**  
**911 – all models (991 / 992)**  
**Taycan - all models (Y1A / Y1B / Y1C)**  
**Panamera – all models (970 / 971 / YAA)**  
**Macan – all models (95B / XAB)**  
**Cayenne – all models (92A / 9YA / 9YB)**

Model Year: **As of 2010**

Concerns: **Driver's key** (also referred to below simply as "remote control")

Cause: **Loss of a driver's key while transporting the vehicle:**  
**Instructions and procedure** in the event of the loss of a driver's key **while transporting the vehicle** (prior to vehicle delivery to the Porsche Center).

Action: If the loss of a driver's key is discovered during vehicle delivery (to the Porsche Center), always proceed in accordance with the procedure described below:

- The **complete set of locks must be replaced**.
- The missing driver's key **must not** (in compliance with anti-theft measures) be replaced by a **single new** driver's key (remote control).

**Information**

**As soon as the ordering process for a new set of locks / remote control is active, no further teaching processes needs to be carried out for the old set of locks / remote control in order to comply with safety regulations.**

If this default value is not adhered to, the new set of locks / remote control is blocked and can no longer be programmed.

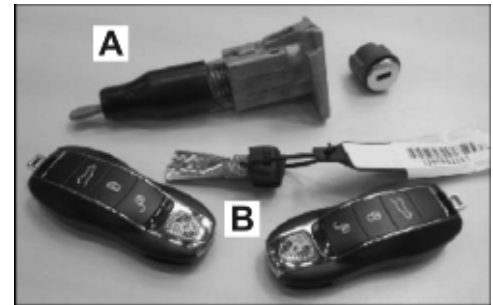
The new set of locks must be taught using the supplied remote control.

⇒ The teaching process gives the vehicle a **new "identity"**.

The set of locks consists of:

- Lock mechanism (with mechanical components),  
⇒ *Complete set of locks (sample illustration) -A-* and
- two remote controls (including emergency key),  
⇒ *Complete set of locks (sample illustration) -B-*.

If a replacement is required, a new set of locks is created especially for the vehicle, which must then be taught on the vehicle.



*Complete set of locks (sample illustration)*

**Tools:**

- **P90999 - PIWIS Tester 4**
- Battery charger with a current rating of **at least 90 A**, e.g., **VAS 5908 90 A 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'*

**References:**

- ⇒ *Workshop Manual '570919 Removing and installing lock barrel'*
- ⇒ *Workshop Manual '571119 Removing and installing (inner) door handle'*
- ⇒ *Workshop Manual '681119 Removing and installing glove compartment lock'*
- ⇒ *Workshop Manual '966255 Replacing remote control'*

## Labor position

Labor position:

APOS	Labor operation	I No.
57091900	Removing and installing lock barrel	
57091901	Removing and installing lock barrel	
57091950	Removing and installing lock barrel	
57111901	Removing and installing door handle	
57111902	Removing and installing door handle	
57111903	Removing and installing door handle	
68111900	Removing and installing glove compartment lock	
96625500	Replacing remote control	
96625600	Replacing 2 remote controls	

**Important Notice:** Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

© 2025 Porsche Cars North America, Inc.