

Gear Selection Release While Driving and White Message “Paddle Emergency Operation” On the Instrument Cluster / Fault Memory Entries “U010300” and “B19DFF0” (62/25)

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

Model Year: **As of 2024 up to 2025**

Concerns: **Gear shift mounting**

Cause: **The customer is complaining about a white message on the instrument cluster “Paddle emergency operation”, and the drive stages “P” and “R” cannot be engaged.**

The following fault memory entry is stored in the fault memory of the transmission electronics (Tiptronic) control unit:

- **U010300** – Selector lever, no communication (006B89)

In addition, the following fault memory entry is stored in the fault memory in the instrument cluster control unit:

- **B19DFF0** – Display of shift paddle fault, active (EA663E)

After an ignition change, the complaint is no longer present for the time being, but it may recur.

Cause: In rare cases, faulty software in the gear shift mounting control unit can interrupt communication to the transmission electronics (Tiptronic). The transmission electronics reacts with the error “U010300” and switches to temporary emergency mode.

Action: In the event of a customer complaint, re-program the gear selector mounting control unit using the PIWIS Tester.



Information

The minimum requirement for programming is the PIWIS Tester software release: **43.500.020** (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-programming gear shift mounting control unit

Work procedure: 1 Re-programme gear shift mounting control unit.

The basic procedure for control unit programming is described in the Workshop Manual.

⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

Specific information on control unit programming during this action:

Required PIWIS Tester software release:	43.500.020 (or higher)
Type of control unit programming:	Control unit programming using the 'Automatic programming' function of the control unit: 'Gear shift mounting' 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. During the programming sequence, the control unit is re-programmed and then automatically re-coded . Do not interrupt the programming and coding process. Backup documentation for the re-programmed software releases starts after programming.
Programming duration:	Programming takes up to 2.5 minutes , depending on equipment.
Software programmed during this action:	▪ Gear shift mounting control unit Software release: 0065 (or higher) Following control unit programming, the software release can be read out from the relevant control unit using the PIWIS Tester in the menu ⇒ 'Incremented identifications'.
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 Exit the diagnostic application, switch off the ignition and disconnect **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:

APOS	Labor operation	I No.
37082540	Re-programming gear shift mounting control unit	

PCSS encryption:

Location (FES5)	37080	Gear shift mounting
Damage type (SA4)	1611	does not function

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