Porsche Mobile Charger NEMA Supply Cable Initialization Failure

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2020	Y1A, Y1B, Y1C	N/A	N/A
Panamera	As of 2018	971	N/A	E-Hybrid Variants
Cayenne	As of 2019	9YA, 9YB	N/A	E-Hybrid Variants

Revision History

Revision	Release Date	Changes
0	October 30, 2024	▪ Original document
1	June 13, 2025	▪ Update to include Porsche Mobile Charger Connect ▪ Replacement cable minimum requirement
2	August 4, 2025	▪ Update to Warranty section
3	October 2, 2025	▪ Update to title & Service Information section

Condition

The Porsche Mobile Charger Plus (PMC+) and Porsche Mobile Charger Connect (PMCC) can fail to read a new temperature-sensing NEMA supply cable after updating to PMC+ SW level 3000 or PMCC SW 4501.

This condition can occur on all NEMA variants of temperature-sensing 250V cables and displays in two phases immediately after plugging into the power outlet. Note that this will occur before the charger is connected to a vehicle.

Phase 1: (~20 seconds)
The uppermost Charge Status LED illuminates solid white, while the top “House” LED will illuminate solid yellow for a few seconds as shown in figure 1.

Phase 2: (indefinite)
The uppermost Charge Status LED illuminates solid red, and the bottom “Charger” icon LED flashes yellow as shown in figure 2 as long the unit remains plugged into an outlet.

Figure 1

Figure 2

A similar fault occurrence can present in the PMCC variants on start-up. The lights will illuminate red after plugging into the power outlet, with the message in Figure 3 shown on screen.

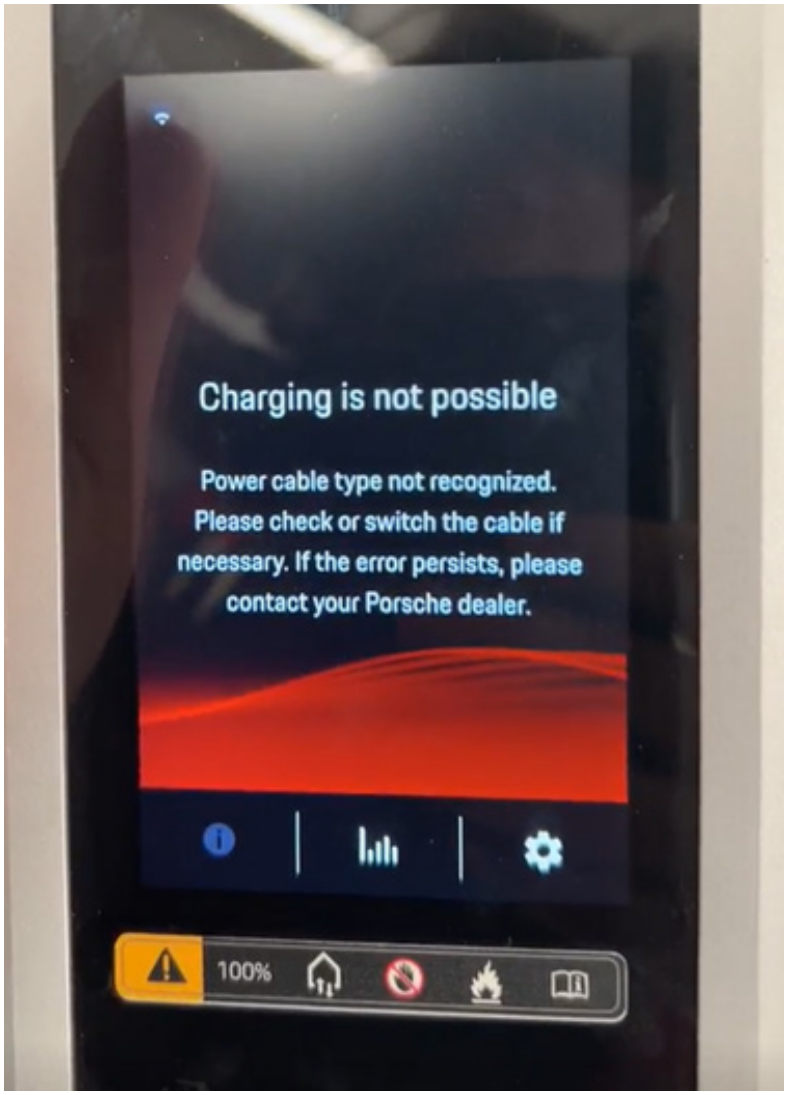
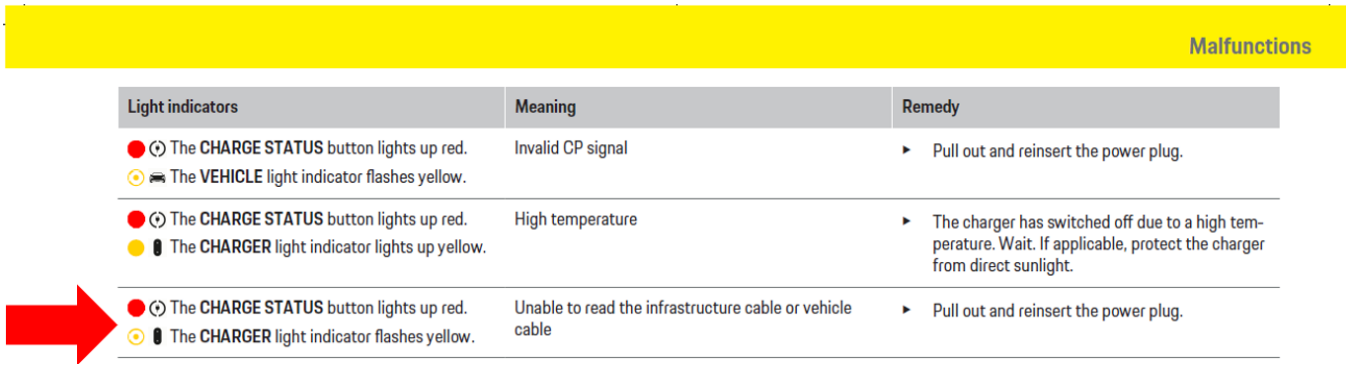


Figure 3

Fault codes are stored in the device fault memory when scanned for fault codes with the PIWIS Tester.
B105000_FF000A Universal charging cable -function restriction due to overtemperature
U10DA00_FF000E Electrical system connection cable – coding invalid

Technical Background

A helpful reference table of fault patterns is listed in the Malfunctions section of the Porsche Mobile Charger Plus Operating Instructions. The aforementioned fault pattern is described in the screenshot below.



Malfunctions

Light indicators	Meaning	Remedy
The **CHARGE STATUS** button lights up red. The **VEHICLE** light indicator flashes yellow.	Invalid CP signal	▸ Pull out and reinsert the power plug.
The **CHARGE STATUS** button lights up red. The **CHARGER** light indicator lights up yellow.	High temperature	▸ The charger has switched off due to a high temperature. Wait. If applicable, protect the charger from direct sunlight.
The **CHARGE STATUS** button lights up red. The **CHARGER** light indicator flashes yellow.	Unable to read the infrastructure cable or vehicle cable	▸ Pull out and reinsert the power plug.

Figure 4

When connecting a Porsche Mobile Charger to the PIWIS tester for diagnostics, one of the temperature sensors in the Actual Values menu is always shown implausible at 200 °C as in Figure 5, regardless of which infrastructure cable is connected. This should NOT be used to diagnose a faulty infrastructure cable without the condition previously described in this case.

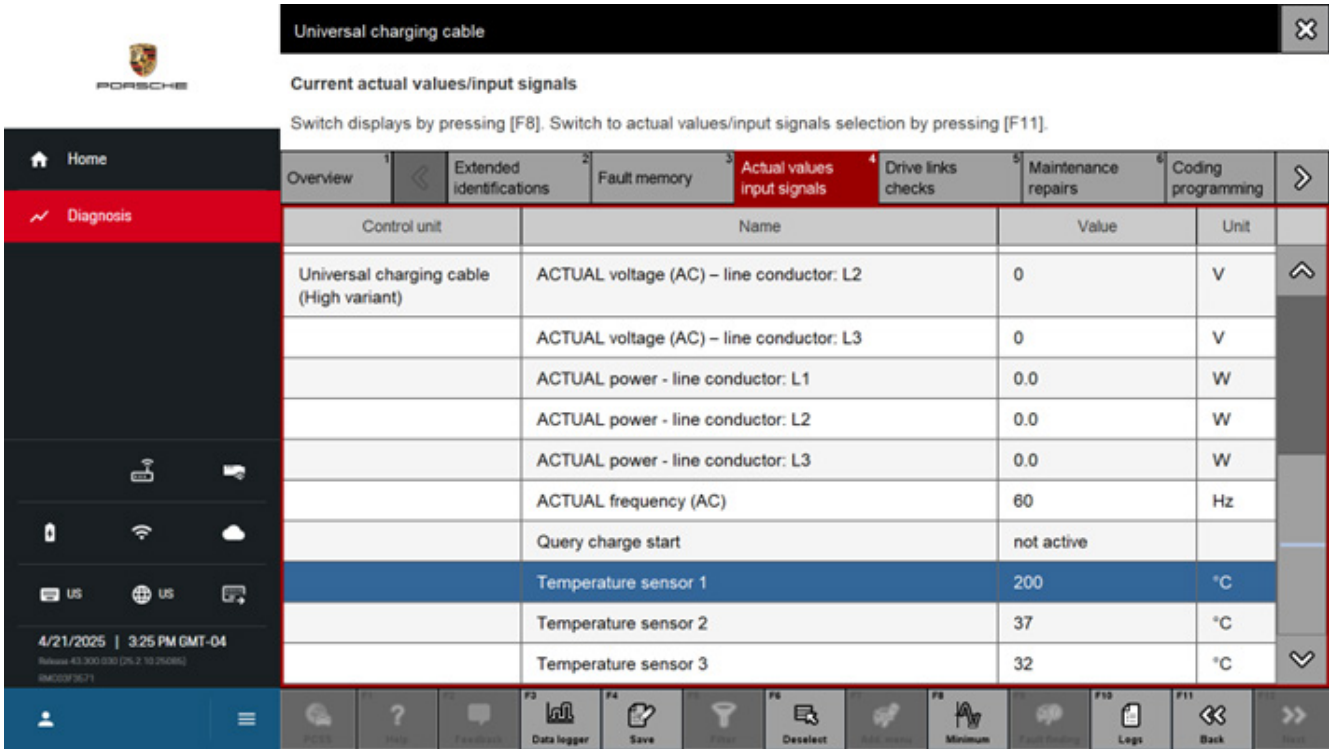


Figure 5

The inability to read the infrastructure cable is currently understood to be an internal defect due to the sensitivity of the PMC+/PMCC software with some NEMA cables. Association between a functioning and non-functioning cable is currently random with regard to Porsche Mobile Charger.

Service Information

While the Operating Instructions recommend removing and reinserting the power plug, this does not always remedy the condition. There is currently no known correlation of this condition to supply cable production date. If a charger exhibits the described behavior with a particular supply cable, normal operation cannot be guaranteed with a power supply cable of later production date. Each cable must be physically tested with the customer's charger at the Porsche Center to confirm functionality before returning the updated charger and new supply cable to the customer.

This condition is not directly a fault of the temperature-sensing supply cable. New cables that do not work on the affected PMC+/PMCC devices demonstrating this condition can work normally on PMC Basic part number variants with updated software. If the customer PMC+/PMCC continues to display this behavior with at least 5 replacement supply cables after multiple outlet plug-in cycles, it should be replaced. **Please test 5 different supply cables before replacing the PMC+ or PMCC.**

Please upload a screenshot of the Porsche Mobile Charger software version in the Extended Identifications menu of the PIWIS Tester to the PCSS job entry when claiming replacement parts for these situations. In cases with PMCC, please also provide a picture of the software update screen in the settings where the current Commboard software version is displayed. It should read 3031 or later before being considered for replacement.

Documentation and reference information in other systems must be reviewed and understood before diagnosing customer concerns.

- ***E-Performance Help & Contact*** webpage contains media and service information useful to Porsche Centers and customers:
  - Video tutorials
  - *Porsche Charging Hardware Instructions and Installation Manuals*
    - Porsche Mobile Charger Connect - Operating instructions (PDF; 1.7 MB)
    - Porsche Mobile Charger Plus - Operating instructions (PDF; 1.4 MB)
    - Porsche Mobile Charger - Operating instructions (PDF; 1.3 MB)
    - Porsche Wall Charger Connect - Operating and Installation Manual (PDF; 1.7 MB)
    - Porsche Wall Charger Connect - Cut Sheet (PDF; 4.7 MB)
    - General Precautions on Charging Hardware Installation (PDF; 6.8 MB)
    - FAQs

- **PCSS**
  - Workshop Manual → Group 99 “Entire Vehicle – General” → 9981 AC charging cable
    - Applies to 2nd-generation Porsche charging hardware
  - Workshop Manual → Group 0 “Entire vehicle – General” → 09 Porsche system components → 0940 High-voltage charging cable
    - Applies to 1st-generation Porsche charging hardware

- **PIWIS Tester** contains diagnostic tools and information for Porsche charging hardware
  - PT4G → Fault finding → Guided fault finding → Model line: External components → Control unit: Universal charging cable → Control unit variant [select the appropriate hardware variant]
  - PT4G → Diagnosis → Manual model line selection → External components → External components with direct connection to the charging hardware in conjunction with Special Tool VAS 611 009

Warranty

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

APOS	Labor operation	I No.
99815505	AC charging cable replace	
99819590	AC charging cable troubleshooting	

PCSS encryption:

Location (FES5)	9981D	Connecting cable infrastructure
Damage type (SA4)	4021	Signal distorted

Search Items

Y1A, Taycan, high-voltage battery, Charging, Charging Hardware, Porsche Mobile Charging, PMC, PUC, PMC+, Porsche Mobile Charger Connect, PMCC, Porsche Wall Charger Connect, PWCC