

Bluetooth Connection to Mobile Phone is Cancelled or Error Message "Emergency Call Faulty" in Instrument Cluster (90/25)

Model Line: **911 (992 - PA)
Panamera (YAA/YAB)
Cayenne (9YA/9YB - PA)
Taycan (Y1A/Y1B/Y1C - PA)**

Model Year: **As of 2024**

Equipment: **ECALL & BCALL (M-no. IW1 / IW3)**

Concerns: **External communication control unit**

Cause: **The customer complains that the Bluetooth connection with the mobile phone is interrupted and/or the message "Emergency call faulty, service necessary" is displayed on the instrument cluster.**

Action: Check whether optional software for the Connect control unit (external communication) is available for the respective affected vehicle via the integration test and re-program the Connect control unit if necessary.

Required tools

Tools:

- **P90999 - 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. **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'*

Carry out vehicle integration test and, if necessary, re-program Connect control unit

- 1 Unless otherwise already done, start the integration test via **F3** in the PIWIS Tester.
- 2 Then check in the **"Connect"** control unit whether the value **"optional update available"** is entered in the "Necessary action" field.
 - An **optional update is available**, continue with step 3.
 - **No optional update available**, continue troubleshooting otherwise. **End of action.**
- 3 Start programming the Connect control unit via **F8**.
 The basic work 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 s part of this Technical Information:

Required PIWIS Tester software release:	43.600.090 (or higher)
Programming sequence:	<p>Read and follow the information and instructions on the PIWIS Tester during the guided programming sequence.</p> <p>To start with, the Connect control unit is re-programmed during the programming sequence.</p> <p>The control unit is then automatically re-coded.</p> <p>Do not interrupt the programming and coding process.</p> <p>Once the control unit has been programmed and coded, you will be prompted to switch the ignition off and then switch it back on again after a specified waiting period.</p> <p>Backup documentation of the new software releases is then performed.</p>
Programming duration:	Programming takes up to 28 minutes , depending on the equipment.
Software release programmed during this programming:	Connect control unit Software release: 0740 (or higher)
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.

- 4 Read out all **fault memories**, process and delete existing faults if necessary.
- 5 Exit the diagnostic application. Switch off the ignition. Disconnect **P90999 - PIWIS Tester 4** from the vehicle.
- 6 Switch off and disconnect the battery charger.
⇒ *Workshop Manual '270689 Charge vehicle electrical system battery'*

Labor position and PCSS encryption

Working position:

APOS	Labor operation	I No.
91252540	Programming external communication control unit (check for "optional update")	
91252541	Programming external communication control unit (check for "optional update" + programming)	

PCSS encryption:

Location (FES5)	91250	External communication control unit
Damage type (SA4)	1611	does not function

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