

Vehicle Intermittently Not Available Via Remote Access Services: Re-program Connect Control Unit (203/21)

Change Overview:

Release	Date	Change
0	03/25/2022	<ul style="list-style-type: none"> Original publication
1	11/26/2025	<ul style="list-style-type: none"> Expanded software version check to include '0420' or higher

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

Model Year: **2021**

Concerns: **Connect control unit (external communication control unit)**

Country / Market:

- North American Region (NAR)

Situation: Customers complain that the vehicle cannot be accessed intermittently via the Remote Access services after switching off the ignition (access to the vehicle using a smartphone). Stopping the vehicle in an area without GPS reception (e.g. underground car park) will cause a fault.

Action: In the event of a customer complaint, read and check the software version of the Connect control unit (external communication control unit) using PIWIS Tester software version **40.600.010** (or higher).

- If the software version is **'0412'**, re-program the Connect control unit (external communication control unit).
- If the software version is already **'0420'** (or higher), the fault must be otherwise found and remedied.

The new software version improves closed-circuit current behavior when the Vehicle Tracking System (VTS) is active and access via the Remote Access Services (access to the vehicle using a smartphone).



Information

The total time required for control unit programming is **approx. 20 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 '27061N Load general information on the 12-volt lithium-ion battery'* and ⇒ *Workshop Manual '270689 battery, vehicle electrical system'*

- **P900999 - PIWIS Tester 4** with PIWIS Tester test software version **40.600.010** (or higher) installed
- **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 – battery charger 90A**.

Preparatory work



WARNING

Electrically moved side windows and rear spoiler

- **Danger of limbs being trapped or severed**
 - **Risk of damage to components**
- ⇒ **Do not reach into the danger area.**
- ⇒ **Keep third parties away from the danger area.**
- ⇒ **Do not move components or tools into the danger area.**
- ⇒ **Retract roll-up sun blinds on the rear side windows before starting programming or coding.**

NOTICE

Fault entry in the fault memory and control unit programming aborted due to undervoltage.

- **Increased current draw during diagnosis 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 interface module (VCI). As a result, control unit programming may be aborted.**
- ⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

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

- **If the driver's key is not recognized 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 guarantee 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"*.
 - 2 Read out the software version.
 - 2.1 Select '**Connect**' control unit.
 - 2.2 Select the "**Extended identifications**" tab.
 - 2.3 Check the software version.
 - If the software version is '0412', re-program the Connect control unit (external communication control unit) using programming code 'E3D7K'.
 - If the software version is already '0420' (or higher), the fault must be otherwise found and remedied.

Re-programming the Connect control unit (external communication control unit)

NOTICE

Use of a PIWIS Tester test software version that is older than the prescribed version

- **Measure is ineffective**
- ⇒ **Always use the prescribed version or a higher version of the PIWIS Tester test software for control unit programming and coding.**

- 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 using the PIWIS Tester - section on "Programming"*.

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

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Required PIWIS Tester software version:	40.600.010 (or higher)
Type of control unit programming:	Control unit programming using the 'Campaign' function in the additional menu on the PIWIS Tester by entering a programming code.
Programming code:	E3D7K
Programming sequence:	Read and follow the information and instructions on the PIWIS Tester during the guided programming sequence. During the programming sequence, the Connect control unit (external communication control unit) is re-programmed and then automatically re-coded . Do not interrupt programming.
Programming time (approx.):	20 minutes
Software version programmed during programming:	0420 (or higher) Following control unit programming, the software version can be read from the Connect control unit in the ⇒ 'Extended identification' menu using the PIWIS Tester.
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 abnormal termination of control unit programming:	Repeat control unit programming by restarting programming.

Follow-up actions

- Work Procedure: 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"*.

Labor position and PCSS encryption

For documentation and invoicing in the event of a warranty, state the work item required depending on the scope of work and the specified PCSS encryption in the warranty claim:

APOS	Labor operation	I No.
91252501	Programming control units for external communication	

PCSS encryption:

Location (FES5)	91250	Control unit for external communication
Damage type (SA4)	1613	does not function occasionally

- References:
- ⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*
 - ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"*
 - ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Programming"*
 - ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Troubleshooting"*
 - ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Rework"*

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