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

Change Overview:

Release	Date	Change
0	03/25/2022	▪ Original publication
1	11/26/2025	▪ Expanded software version check to include '0420' or higher

Model Line: **911 Carrera (992)**

Model Year: **2021**

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

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'** or **'0410'**, 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

Information

The new 911 (992) is equipped with either a **lithium starter battery** (M no. J2A) **or** an **AGM starter battery** (M No. J0V, J4K) as standard.
This depends on the following:

- Country version
- Model type
- Vehicle equipment

Lithium starter batteries must only be charged using a **suitable battery charger** that has a current and voltage-controlled charge map.

For further information about the battery chargers to be used, see ⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*.

Tools:

- Battery charger with a current rating of **at least 90 A** and, if required, **also** with a **current and voltage-controlled charge map** for lithium starter batteries, e.g. **VAS 5908 – battery charger, 90A**
- **P900999 - PIWIS Tester 4** with PIWIS Tester test software version **40.600.010** (or higher) installed

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' or '0410', re-program the Connect control unit (external communication control unit) using programming code 'A3D7K'.
- 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:

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:	**A3D7K**
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:	⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Troubleshooting"'*.
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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