

**Various Complaints in Connection with the External Communication Control Unit/ No Stored Fault Memory Entries (92/25)**

Model Line: **Panamera (YAA/YAB)**

Model Year: **As of 2024**

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

Information: **The customer has various complaints in connection with the external communication control unit, such as restrictions on Connect services.**

**No** fault memory entry is stored in the fault memory of the external communication control unit:

Action: If there is a customer complaint, reset and start the external communication control unit.



**Information**

The test steps listed in this measure describe the correct procedure for performing a reset of the external communication control unit and must be carried out one after the other.

After each successfully performed test step, the customer complaint must be checked again.



**Information**

The action described in this Technical Information is only valid if **no fault memory entries are stored** in the external communication control unit.

**Required tools**

- Tool:
- **P90999 - Porsche 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 Charge battery and vehicle electrical system'*

**Resetting and starting external communication control unit**



**Information**

In the event of faults or functional restrictions, log in using the Porsche ID and using the security code in the PCM.

- Work Procedure: 1 Connect and switch on the battery charger.  
⇒ *Workshop Manual '270689 Charging the battery/vehicle electrical system'*

- 2 Place the original remote control in the emergency start tray.
- 3 Connect **P90999 - Porsche Tester 4**, switch on the ignition and start the diagnostic application.
- 4 Perform the integration test using the automated procedure with Porsche Tester.
  - 4.1 Start the integration test with Porsche Tester.
  - 4.2 Check **Connect control unit** for mandatory updates and run any that are available.
  - 4.3 Check the **Gateway control unit and Connect control unit** for optional updates and run any that are available.
- 5 Check and evaluate the customer complaint again.

Assessment		Action
(✓)	Customer complaint <b>no longer</b> exists.	<b>End of action.</b> <ul style="list-style-type: none"> <li>▪ Exit the diagnostic application, switch off the ignition and disconnect <b>P90999 - Porsche Tester 4</b> from the vehicle.</li> <li>▪ Switch off and disconnect the battery charger.</li> </ul>
(x)	Customer complaint <b>still</b> exists.  or  No updates available.	Continue with Step ⇒ 6.

- 6 Deactivate flight mode.
  - 6.1 In the Overview, select the "**Connect**" control unit. Press **(F12)** to continue. Should a Vehicle Analysis Log (VAL) be created? Press **(F11)** to continue.
  - 6.2 Select "**Service/repairs**".
  - 6.3 Select "**Deactivate flight mode**". Press **(F12)** to continue.
    - 6.3.1 Read and follow the instructions and information on the Tester.
    - 6.3.2 Deactivate flight mode according to menu guidance.
  - 6.4 Return to the "**Overview**" of all control units.
  - 6.5 In the "**Overview**", press **(F7)** to switch to the "**Additional menu**".
  - 6.6 Read out all fault memories; process and delete existing faults if necessary.
- 7 Check and evaluate the customer complaint again.

Assessment		Action
(✓)	Customer complaint <b>no longer</b> exists.	<b>End of action.</b> <ul style="list-style-type: none"> <li>Exit the diagnostic application, switch off the ignition and disconnect <b>P90999 - Porsche Tester 4</b> from the vehicle.</li> <li>Switch off and disconnect the battery charger.</li> </ul>
(x)	Customer complaint <b>still</b> exists.	Continue with Step ⇒ 8.

8 Carry out a soft reset of the **external communication control unit**.

- 8.1 Select the **Connect** control unit in the “Overview”) menu), and confirm with **(F12)** (“Next”).
- 8.2 In the “**Control links check**” menu, select “**Control links**”, and confirm with **(F12)** (“Next”).
- 8.3 Select the “**Control unit, unexpected reset**” function and press **(F12)** (“Next”) to confirm.
- 8.4 Start the routine by pushing **(F8)** (‘Start’) and follow as per menu.
- 8.5 The **Connect control unit** is fully reset.

9 Check and evaluate the customer complaint again.

Assessment		Action
(✓)	Customer complaint <b>no longer</b> exists.	<b>End of action.</b> <ul style="list-style-type: none"> <li>Exit the diagnostic application, switch off the ignition and disconnect <b>P90999 - Porsche Tester 4</b> from the vehicle.</li> <li>Switch off and disconnect the battery charger.</li> </ul>
(x)	Customer complaint <b>still</b> exists.	Continue with Step ⇒ 10.

10 Carry out a hard reset on the **external communication control unit**.



**Information**

**For vehicles with active VTS (Vehicle Tracking System)**

Before removing the **external communication control unit**, it must be ensured that VTS workshop mode is activated.

- 10.1 Remove the external communication control unit.  
⇒ *Workshop Manual '912519A3 Removing and installing external communication control unit'*

- 10.2 Remove the internal battery of the external communication control unit and leave it separate from the external communication control unit for at least 15 minutes.  
⇒ *Workshop Manual '912519A1 Removing and installing battery for external communication control unit'*
- 10.3 After waiting, install the internal battery of the external communication control unit.  
⇒ *Workshop Manual '912519A1 Removing and installing battery for external communication control unit'*
- 10.4 Install and re-teach the external communication control unit.  
⇒ *Workshop Manual '912519A3 Removing and installing external communication control unit'*  
and  
⇒ *Workshop Manual '912555A3 Replacing external communication control unit'*
- 11 Check and evaluate the customer complaint again.

Assessment		Action
(✓)	Customer complaint <b>no longer</b> exists.	<b>End of action.</b> <ul style="list-style-type: none"> <li>▪ Exit the diagnostic application, switch off the ignition and disconnect <b>P90999 - Porsche Tester 4</b> from the vehicle.</li> <li>▪ Switch off and disconnect the battery charger.</li> </ul>
(x)	Customer complaint <b>still</b> exists.	The customer complaint can be triggered by the external communication control unit.  <b>Replace the external communication control unit.</b> ⇒ <i>Workshop Manual '912555A3 Replacing external communication control unit'</i>

### Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
91252535	Performing integration test	
91252536	Performing vehicle handover (diagnostics system)	
91252537	Carry out a soft reset of the external communication control unit.	
91252538	Carrying out hard reset on external communication control unit	
91255500	Replacing external communication control unit	

#### PCSS encryption

<b>Location (FES5)</b>	91250	External communication control unit
<b>Damage type (SA4)</b>	4092	Vehicle not accessible

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