

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

Model Line: **911 (992)**
Panamera (971)
Cayenne (9YA/9YB)

Model Year: **As of 2022**

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 no longer exists.	End of action. ▪ Exit the diagnostic application, switch off the ignition and disconnect P90999 - Porsche Tester 4 from the vehicle. ▪ Switch off and disconnect the battery charger.
(x)	Customer complaint still 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 no longer exists.	End of action. - Exit the diagnostic application, switch off the ignition and disconnect P90999 - Porsche Tester 4 from the vehicle. - Switch off and disconnect the battery charger.
(x)	Customer complaint still 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 no longer exists.	End of action. - Exit the diagnostic application, switch off the ignition and disconnect P90999 - Porsche Tester 4 from the vehicle. - Switch off and disconnect the battery charger.
(x)	Customer complaint still 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 no longer exists.	End of action. - Exit the diagnostic application, switch off the ignition and disconnect P90999 - Porsche Tester 4 from the vehicle. - Switch off and disconnect the battery charger.
(x)	Customer complaint still exists.	The customer complaint can be triggered by the external communication control unit. Replace the external communication control unit. ⇒ Workshop Manual '912555A3 Replacing external communication control unit'

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

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

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