

992/971/Y1A - PCM Login Failure "Account Could Not be Activated"

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	2022	N/A	N/A	
Panamera	2022	N/A	N/A	
Taycan	2022	N/A	N/A	

Revision History

Revision	Release Date	Changes
0	April 03, 2026	First Publication

Condition

Customer complains when selecting the Main user account, login is not possible. When selecting the account, they receive the error prompt "Account could not be activated" or "No access authorization".

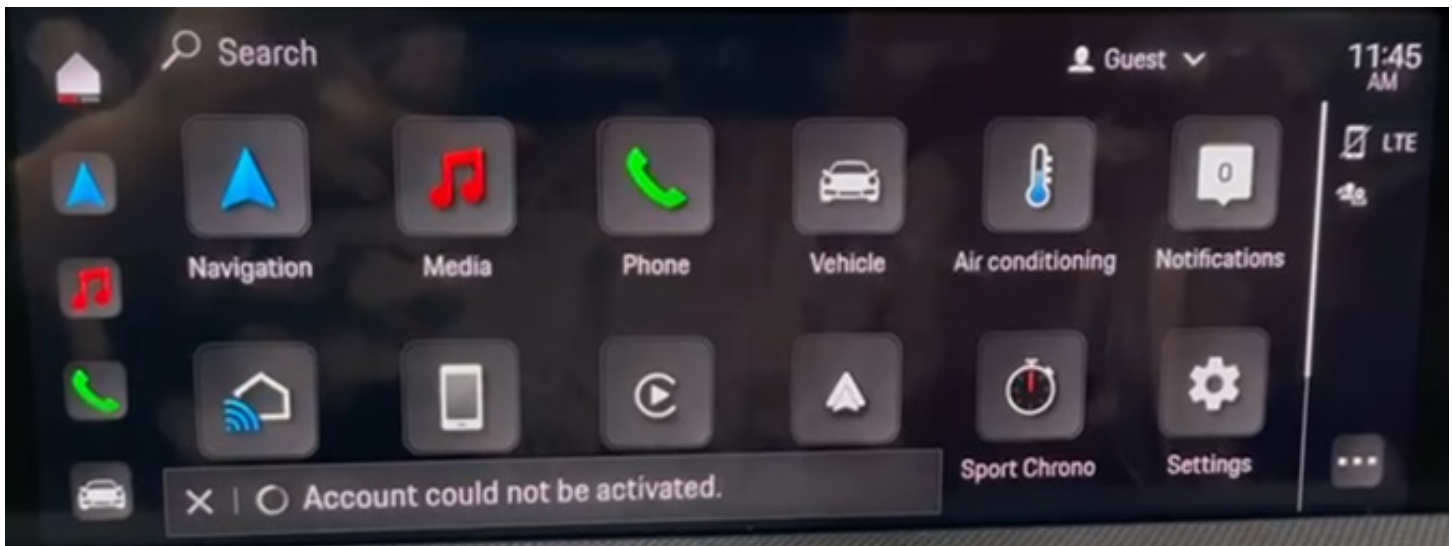


Figure 1

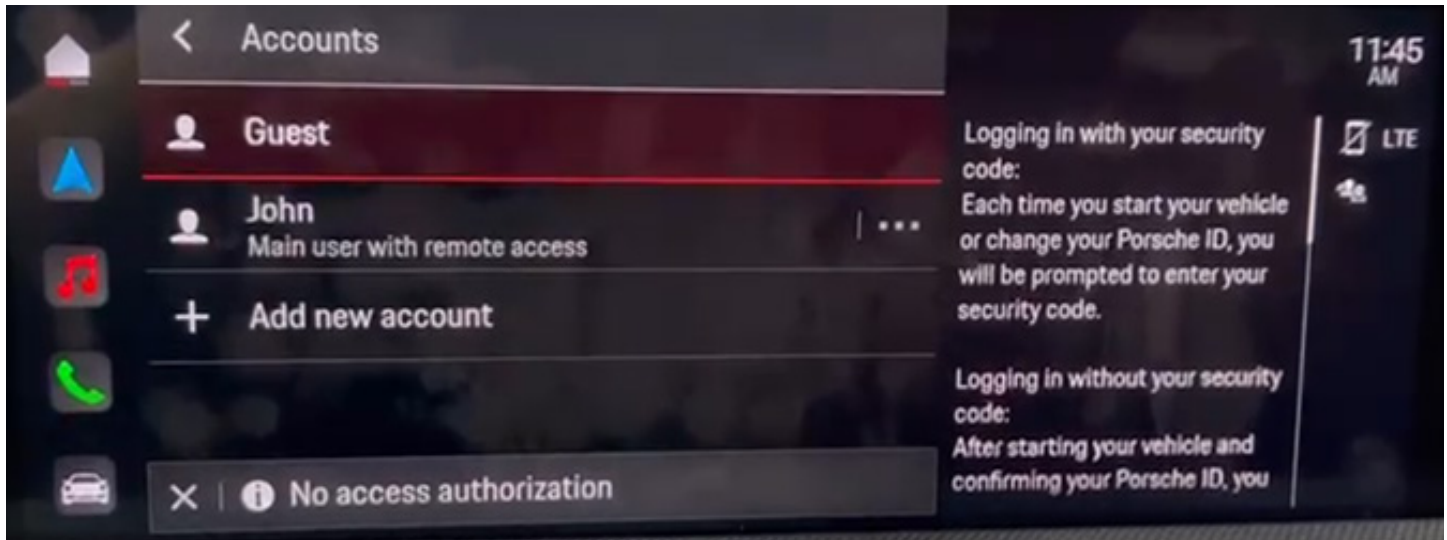


Figure 2

Technical Background

Initial coding error of PCM from the supplier causes communication and coding error to affect the Gateway CU from allowing account login. There are no fault codes associated with the login problem.

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This ATI is only applicable to user login failures of MY22 vehicles that give the error prompts from Figures 1 & 2.

Service Information

The solution for this issue is to perform Automatic Coding of the Gateway Control Unit (as of Tester version 43.800.040).

1. Create a Pre-VAL.
2. Verify there are no fault codes associated with the PCM, External Communication CU (ConBox), or Gateway CU.
3. Verify the Gateway CU software level is 0613.
 - a. If not, perform TI 71/22 (WND4 Re-Programming Gateway Control Unit)
4. Perform automatic coding of the Gateway CU.
5. Perform a 10-minute bus sleep.
6. Verify account login is operational.
 - a. If account login is not operational, perform a PCM reset and repeat steps 4-6.

7. If account login is still not operational after performing step 6.a. once, create a PRMS ticket to Connect Support.
 - a. PRMS Ticket -> Technical Support -> Porsche Connect -> Connectivity/Function Service

Warranty

For documentation and warranty invoicing, enter the working position and PCSS encryption specified below in the warranty claim:

APOS	Labor Operation	I No.
03350050	On board diagnostic	
03350053	On board diagnostic	Create VAL
90352550	Gateway control unit program	

PCSS encryption:

Location (FES5)	90350	Gateway control unit
Damage type (SA4)	1142	Incorrect coding

Search Items

992, 911, 971, Panamera, Y1A, Taycan, PCM, Login, Account, 9110, 9125, 9971, 9940, 9942

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