

Bluetooth Connection to Mobile Phone is Cancelled or Error Message "Emergency Call Faulty" in Instrument Cluster (90/25)

Change Overview:

Revision	Date	Change
0	11/13/2025	<ul style="list-style-type: none"> First publication
1	04/03/2026	<ul style="list-style-type: none"> Action revised Required tools added Overview of possible software versions added Labor position and PCSS encryption added

Model Year: **As of 2022 up to 2023**

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

Equipment: **ECALL & BCALL (M-No. IW1 / IW3)**

Concerns: **External communication control unit**

Information: **The customer is complaining that the Bluetooth connection with the mobile phone is interrupted and/or the message "Emergency call faulty, service necessary" is displayed on the instrument cluster along with the fault memory entry "B200000 control unit – function restriction (020018)" in the Connect control unit.**

Action Required: Select the "Delete extended fault memory" function on the Connect control unit, then check whether optional software for the Connect control unit (external communication) is available for the respective affected vehicle via the integration test and re-program the Connect control unit if necessary.



Information

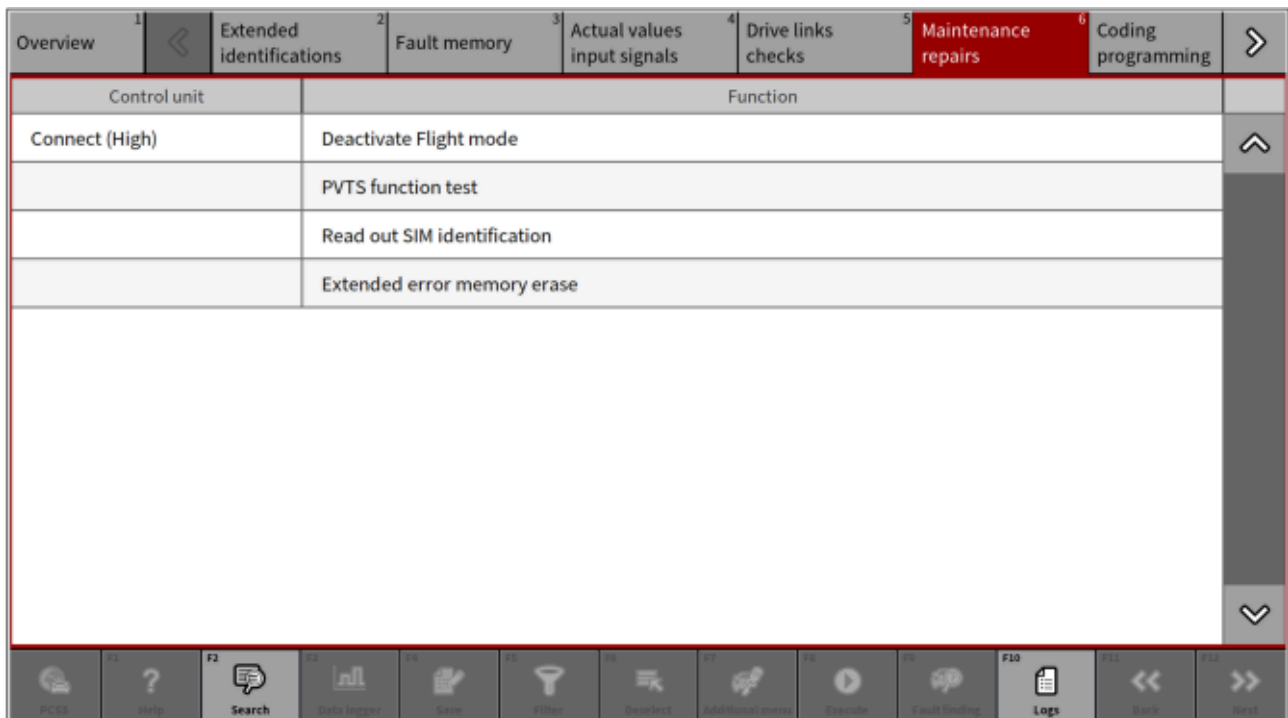
The minimum programming requirement is the Porsche Tester software release: **43.800.040** (or higher).

Required tools

- Tools:
- **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 Charging vehicle electrical system battery'*

Select **"Delete extended fault memory"** and, if necessary, re-program the Connect control unit via the integration test

- 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 In the control unit overview, select the **Connect** control unit.
- 5 Select the **"Maintenance/repairs"** menu.
- 6 **If required:** Create the vehicle analysis log.
- 7 **Delete extended fault memory** using **P90999 - Porsche Tester 4**.



Delete extended fault memory

- 7.1 Select the **"Delete extended fault memory"** function, then press **[F12]** ("Next") to confirm and perform the function with menu guidance.
- 8 Unless already done, start the integration test by pressing **[F3]** in the Porsche Tester.

- 9 Then check in the **"Connect"** control unit whether the value **"optional update available"** is entered in the "Necessary action" field.
 - An **optional update is available**, continue with step 3.
 - **No** optional update available, continue troubleshooting otherwise. **End of action.**

- 10 Start programming the Connect control unit via **F8** .

The basic work procedure for control unit programming is described in the Workshop Manual.

⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*

Specific information on control unit programming as part of this Technical Information:

Required Porsche Tester software release:	43.800.040 (or higher)
Programming sequence:	<p>Read and follow the information and instructions on the Porsche Tester during the guided programming sequence.</p> <p>To start with, the Connect control unit is re-programmed during the programming sequence.</p> <p>The control unit is then automatically re-coded.</p> <p>Do not interrupt the programming and coding process.</p> <p>Once the control units have been programmed and coded, you will be prompted to switch the ignition off and then back on again after a certain waiting time.</p> <p>Backup documentation of the new software releases are then performed.</p>
Programming duration:	Programming takes up to 28 minutes , depending on the equipment.
Software release programmed during programming:	<p>Connect control unit</p> <p>The software release programmed on the respective vehicle depends on the previously installed original software.</p> <p>For an overview of the possible software versions, see: ⇒ <i>Technical Information '9X00IN Overview of possible software versions'</i></p>

Procedure in the event of error messages appearing during the programming sequence:	⇒ <i>Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'.</i>
Procedure in the event of a termination in the control unit programming:	Repeat control unit programming by restarting programming.

- 11 Read out all **fault memories**, process and delete existing faults if necessary.
- 12 Exit the diagnostic application, switch off the ignition and disconnect **P90999 - Porsche Tester 4** from the vehicle.
- 13 Switch off and disconnect the battery charger.
⇒ *Workshop Manual '270689 Charge the vehicle electrical system battery'*

Overview of possible software versions



Information

The information on the target software version in the programmed data record is based on the specified Porsche Tester software release. Please note that this may be different in a higher release.



Information

Please note that the programmed target software version depends on the respective original software of the vehicle. This means that the software release with the highest numeric value is not necessarily the latest software for the respective affected vehicle.

Overview:

Connect Cluster control unit	Original software version	Target software version
CL37	<ul style="list-style-type: none"> ▪ 0450 ▪ 0451 ▪ 0496 	<ul style="list-style-type: none"> ▪ 0512 (or higher) ▪ 0513 (or higher)

Labor position and PCSS encryption

Labor position:

APOS	Labour operation	I No.
91252543	Programming external communication control unit (check for "optional update")	
91252544	Programming external communication control unit (check for "optional update" + programming)	

PCSS encryption:

Location (FES5)	91250	External communication control unit
Damage type (SA4)	1611	does not function

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