

Information Message “Key (Remote Control (Hand-Held Transmitter)) Not Found / Faulty”, Fault Memory Entry Regarding Key “B19B6F0” in Instrument Cluster Control Unit (SY 44/26)

Model Line: **911 (992)**
Taycan (Y1A / Y1B / Y1C)
Panamera (971 / YAA / YAB)
Cayenne (9YA / 9YB)

Model Year: **As of 2017**

Concerns: **Remote control (hand-held transmitter)**

Symptom: **During the sales inspection (PDI) way of customer complaint, it is reported that the remote control (hand-held transmitter) is not working.**

The message “Key (remote control (hand-held transmitter)) not found / faulty - change key position” is displayed on the instrument cluster.

The following fault memory entry is stored in the fault memory in the instrument cluster control unit:

- **B19B6F0** - No key detected in the vehicle display, active (A00058)

As a result, the affected remote control (hand-held transmitter) is **frequently incorrectly** located as the component causing the damage and is replaced.



Information

Downstream quality checks at the supplier that have resulted in remote control (hand-held transmitters) being returned as defective show that most of the replaced remote controls (hand-held transmitters) do not have defects.

Cause: In many of the complaints, the fault is caused by incorrect handling or a fault in the environment. The message “Key not found/faulty - change the position of the key” and the fault memory entry display “B19B6F0 - No key detected in the vehicle, active” in the instrument cluster do not entitle you to generally replace one or more keys.

Remedy: Before replacing the affected remote control (hand-held transmitter), the following work instructions must be processed in sequence and the individual test steps must be documented for verification.

Only replace the affected remote control (hand-held transmitter).after all required test steps have been carried out and the fault can still be reproduced with the fault status **active**.



Information

All remote control units (hand-held transmitters) belonging to the vehicle are required to carry out the work instruction.

Required tools as needed

- 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 Charge battery and vehicle electrical system'*

Check remote control (hand-held transmitter)

- Work Procedure: 1 Check all customer remote controls (hand-held transmitters) one after the other for correct operation. Change the position of the remote control (hand-held transmitter) in the vehicle several times and use the vehicle's emergency start tray.

The position of the emergency start tray can be found in the Workshop Manual: ⇒ *Workshop Manual '966255A2 Replacing remote control (hand-held transmitter)'*

Make sure that only the remote control (hand-held transmitter) to be checked is in the vehicle and all other remote controls (hand-held transmitters) are outside the vehicle's reception range.

Assessment	Action
Fault does not occur on all remote controls (hand-held transmitters).	Continue with Step ⇒ 2.
Fault occurs on all remote controls (hand-held transmitters).	Fault can be caused by the vehicle or peripheral equipment. Continue with Step ⇒ 4.

- 2 Carry out a visual inspection of the affected remote control (hand-held transmitter) for damage.

Possible sources of interference:

- External damage such as deformation, cracks, breaks, crushing
- Ingress of moisture, fluids or other substances
- Internal damage to the battery compartment and / or broken brackets

Assessment	Action
(✓) Remote control (hand-held transmitter) is not damaged.	Continue with Step ⇒ 3.
(x) The remote control (hand-held transmitter) is damaged.	Replace the damaged remote control (hand-held transmitter). ⇒ <i>Workshop Manual '966255A2 Replacing remote control (hand-held transmitter)'</i> Information:

		<p>If one of the points listed as examples applies, this is improper use, which is not covered by the warranty or guarantee.</p> <p>In this case, replacement of the damaged remote control (hand-held transmitter) cannot be invoiced via a warranty claim.</p>
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- 3 Press any button on the affected remote control (hand-held transmitter) and check the remote control LED.

Assessment		Action
(✓)	Remote control (hand-held transmitter) LED lights up when a button is pressed.	Continue with Step ⇒ 4.
(x)	Remote control (hand-held transmitter) LED does not light up when a button is pressed.	<p>Replace remote control (hand-held transmitter) battery and then check remote control (hand-held transmitter) again. ⇒ <i>Workshop Manual '966237A1 Disassembling and assembling remote control (hand-held transmitter)'</i></p> <p>Remote control (hand-held transmitter) LED lights up when a button is pressed after the battery has been replaced. Continue with Step ⇒ 4.</p> <p>The remote control (hand-held transmitter) LED still does not light up when a button is pressed after the battery has been replaced. Replace affected remote control (hand-held transmitter): ⇒ <i>Workshop Manual '966255A2 Replacing remote control (hand-held transmitter)'</i></p>

- 4 Eliminate external sources of interference and check the complaint again.

For example:

- Mobile devices such as smartphones, Bluetooth and WiFi devices in the vicinity of the remote control (hand-held transmitter)
- Increased radio emissions, for example in the vicinity of radio transmitters, airports, military facilities and embassies
- Alarm systems or heating loops in buildings
- Retrofits in the vehicle such as alarm systems, radar detectors and radio systems
- General modifications in the vehicle, particularly in the center console or antenna area

Assessment		Action
(✓)	The complaint no longer occurs.	The complaint was caused by external sources of interference. Sensitize customers to the influence of external sources of interference. End of action.
(x)	The complaint continues to occur.	Continue with Step ⇒ 5.

- 5 Connect and switch on the battery charger.
⇒ *Workshop Manual '270689A4 Charge battery and vehicle electrical system'*
- 6 Connect **P90999 - Porsche Tester 4**, establish readiness for operation (switching on ignition) and start the diagnostic application.
- 7 Check the fault memory in the **rear-end electronics BCM2 (J520)** control unit and prioritize the following fault groups, then check the complaint again.
 - General faults relating to supply voltage, software, coding, network or defects
 - Remote control (hand-held transmitter) faults relating to the battery or defects
 - KESSY antennas
 - Antenna for central locking system
 - Immobilizer active or not taught

Assessment		Action
(✓)	The complaint no longer occurs after successful processing of the fault memory entries.	<ul style="list-style-type: none"> ▪ Exit the diagnostic application, switch off the ignition, end readiness for operation and disconnect P90999 - Porsche Tester 4 from the vehicle. ▪ Switch off and disconnect the battery charger. End of action.
(x)	No fault memory entries are stored or The complaint continues to occur after successful processing of the fault memory entries.	Continue with Step ⇒ 8.

- 8 Check the transponder ID of the affected remote control (hand-held transmitter) and carry out **immobilizer commissioning** if necessary.
 - 8.1 Select the **Rear-end electronics BCM2 (J520)** control unit in the overview of control units.
 - 8.2 Select the '**Extended identifications**' menu.

- 8.3 Under the **Immobilizer** function, compare the **transponder ID of the current key** with the taught **Transponder ID keys 1 to 8**.

Assessment		Action
(✓)	The transponder ID of the affected remote control (hand-held transmitter) is stored in the control unit.	Continue with Step ⇒ 9.
(X)	The transponder ID of the affected remote control (hand-held transmitter) is not stored in the control unit.	The affected remote control (hand-held transmitter) does not belong to the vehicle. or The remote control (hand-held transmitter) has not yet been taught to the immobilizer, or has not been taught correctly. Continue with step⇒ 8.4.

- 8.4 In the **Overview**, press **F7** to switch to the **Additional menu**. Should a Vehicle Analysis Log (VAL) be created? Press **F11** to continue.
- 8.5 Select the **Immobilizer commissioning** function according to menu guidance and press **F12** ('Next') to confirm.



Information

If a fault occurs when carrying out the "Commissioning immobilizer" function and a remote control (hand-held transmitter) that does not belong to the vehicle is diagnosed, remove it from the vehicle and carry out the function again using the other remote controls (hand-held transmitters).

- 8.6 After commissioning, check the complaint again.

Assessment		Action
(✓)	The complaint is no longer present.	End of action.
(X)	The complaint is still present or the affected remote control (hand-held transmitter) cannot be taught to the immobilizer.	Continue with Step ⇒ 9.

- 9 If all required test steps have been performed and the fault is still reproducible **actively** only on the originally complained-about remote control (hand-held transmitter), replace the affected remote control (hand-held transmitter).
⇒ *Workshop Manual '966255A2 Replacing remote control (hand-held transmitter)'*

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
96620140	Check key (remote control (hand-held transmitter))	
96620141	Check key (remote control (hand-held transmitter)) (External sources of interference)	
96620142	Check key (remote control (hand-held transmitter)) (Fault memory)	
96620143	Check key (remote control (hand-held transmitter)) (Transponder ID)	
96620144	Check key (remote control (hand-held transmitter)) (Commissioning immobilizer)	
96623700	Disassembling and assembling remote control (hand-held transmitter)	
96625500	Replacing remote control (hand-held transmitter)	

PCSS encryption:

Location (FES5)	96620	Remote control (hand-held transmitter) does
Damage type (SA4)	1611	not function

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