9YA/9YB and 992 ConBox Current Draw Discharges 12 V Battery

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2019 - 2021	9YA/ 9YB	n/a	n/a
911	2020 - 2021	992	n/a	n/a

Revision History

Revision	Release Date	Changes
0	September 28, 2022	Original document
1	October 20, 2022	Update of Service Information
2	October 28, 2022	Update of Service Information
3	November 3, 2022	Update of Service Information
4	November 7, 2022	Update of Technical Background & Service Information
5	December 15, 2022	Update of Condition, Technical Background & Service Information
6	April 11, 2023	Added advice to remove the VTS subscription
7	June 12, 2023	Update of Actions & Procedures
8	July 11, 2023	Update of PartID
9	August 21, 2023	Removed unnecessary information. Added advice to cycle private mode.
10	November 22, 2023	Direction to always cancel contract.
11	February 20, 2024	Update of Action 3 subscription cancellation link
12	July 29, 2026	Update to table in Procedure section

Condition

The customer reports that the battery has insufficient voltage to start the vehicle. The workshop confirms this condition and notes an unexpectedly high current draw from the ConBox. Sometimes, the workshop also notes an unexpected active alarm on the vehicle. **Be sure to gather any information you can about how the customer used the vehicle before the breakdown.**

Technical Background

The ConBox makes a higher than normal quiescent current draw. This may relate to an active alarm or another condition. Likely, the active alarm is consequential to the battery drain and did not cause the battery drain.

Warning: Sometimes, technicians pull fuses to determine which ECU is causing an unwanted current draw. **Do not do this in this case!** Pulling the ConBox fuse or disconnecting the ECU in any way, while the vehicle is not in 'Service Mode' will cause an alarm activation in the PVTS (Connect) backend.
Be aware: This ATI only covers ConBox Low and not ConBox High. Both the 9YA/9YB and 992 have ConBox Low installed in production until June 2021. ConBox Low and ConBox High are not interchangeable. Note the following distinguishing information:

- If ConBox High is installed in the vehicle, the VAL will contain the label: "Connect (High)."
- If ConBox Low is installed in the vehicle, the VAL will contain the label "Connect" or "Connect (incl. PVTS)."

Service Information

Perform at least the first three actions.

Action 1: Preliminary Work and Remove Active Alarm

Procedure

1. Be sure to take a before-repair VAL.
2. **Important:** Do not pull the ConBox fuse to determine if it is causing the current draw. This can trigger an alarm in the VTS system and obscure the cause of the draw.
3. Please address the 12V system by either charging or replacing the 12V battery, as necessary.
4. Charge the ConBox backup battery in the ECU. The vehicle will only **slowly** charge this backup battery while the ignition switch is on (Terminal-15). If the battery will not charge acceptably, replace it.
5. **Important:** You must **ensure** the vehicle no longer registers an active alarm. You can check this in the actual values of the ConBox, using the PIWIS tester. (See figure 1 for an example from the HTML version of the VAL. Note the pink highlights. The 7/7/23 VAL shows the alarm is no longer present.) If an active alarm is present in the ConBox, please **reset the alarm** using one of the following methods:
   a. **(Useful whether or not the customer has an active Connect subscription.)** File a Connect PRMS ticket to cancel the alarm status. Within 48 hours, Porsche suppliers will reset the alarm status. Note: the car has to have good reception. Be sure to park the vehicle outdoors.
   b. **(Only useable if the customer has an active Connect subscription.)** Make sure vehicle remains outside through this process. Trigger the alarm and let it sound for about a minute. The customer will then receive a call from the Vodafone Secure Operating Center and have to answer predetermined security questions. Since this method requires customer interaction, help prepare the customer for Vodafone's call.

Value	07/03/2023 | 1:56 PM GMT-05:00 during repair (US)	07/07/2023 | 9:45 AM GMT-05:00 during repair (US)
PVTS: Workshop mode	not active	not active
PVTS, status: Activation condition	entschärft	entschärft
PVTS, status: Alarmstatus	Alarm	No alarm

Figure 1

Action 2: Software Update

This action will update the ConBox software and mitigate the issue. However, we do not know how effective this solution is.

Procedure

1. After the alarm has been reset or confirmed not to be active, see the table marked figure 2 and update the software to the highest level possible. It is not possible to update a ConBox with an active alarm.

Action	On 9YA/9YB models...	On 992 models...
SW 0314 update to SW 0412 (or newer)	For MY19-MY20 (with software level 0314), use programming code **Z4V7R**	For MY20-MY21 (with software level 0314), use programming code **A4V7H.** See TI (177/20).
SW 0412 update to SW 0420 (or newer)	For MY21 (with software level 412), use programming code: **E3D7K.** See TI (203/21)	For MY21 (with software level 0412), use programming code: **A3D7K.** See TI (203/21)

Figure 2

2. Once the ConBox is updated:
   - Make sure the 12V battery is charged.
   - Initiate a new standing phase, by driving the car around the block with good connection.
   - After you stop driving, prepare the vehicle for a quiescent current test. Lock the vehicle and make sure no can set an alarm by opening the door or disturbing the interior monitoring.
   - Measure the quiescent current for 30 minutes and attach the test results graph to the PCSS job.
   - Take an after-VAL.
3. If the current draw is still present, proceed with action 3 (Remove VTS Subscription) and the optional action (Replace the ConBox). Otherwise, do not replace the ConBox, but still proceed with action 3 (Remove VTS Subscription).

Action 3: Remove VTS Subscription

This is a temporary workaround. This procedure will remove the VTS service subscription from the vehicle and offer the customer a refund. Be sure to discuss this option thoroughly with the customer. The VTS is only for theft tracking. Other functionalities (e.g., Navigation, etc.) will remain.

Note: In some cases, the customer may have previously needed to activate services to align the vehicle's alarm status with the backend and help with a related issue. Now, we will cancel the security services to prevent the battery draw from occurring again.

Procedure

1. Click this link and follow the prompts to request subscription cancellation: https://forms.office.com/pages/responsepage.aspx?id=XAyjkz0vpkSL1ZmBstDDO8qxObHo13JMrIYMLZ_O9lhUN1NENjdQNzAxSEZFSUtESjdON1Q0UDFFVC4u
2. Confirm the VTS service contract is no longer in effect. You will receive an email confirming this.
3. Check the VTS Contract in the actual values of the ConBox, using the PIWIS tester. (See figure 3 for an example from the HTML version of the VAL. Note the yellow highlights. The 7/7/23 VAL shows the service is deactivated. This is the same as a suspended contract. The operating mode must not be "Normal oper.")

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PVTS, status: Activation condition	entschärft	entschärft
PVTS, status: Alarmstatus	**Alarm**	**No alarm**
PVTS, status: Operating mode	**Normal oper.**	**Service deactivated**

Figure 3

4. Cycle private mode. This allows the vehicle to update its service list and communicate with the backend.
5. Inform the customer that VTS services are now canceled. Also, tell the customer to expect a confirmation email and refund to the source of their original payment method.

Optional Action: Check if Current Draw Remains – If Not, Replace the ConBox

This procedure will give the customer a new ConBox and allow PCNA to analyze the original part.

Note: Disconnecting the ConBox while the alarm is active or the contract is active will set the alarm, cause trouble for the repair, and make the removed ConBox useless for future analysis.

Procedure

1. After the confirming removal of the subscription in action 3, replace the ConBox using workshop manual instructions.
2. Ensure the replacement ConBox has the highest level of software available. (See Action 2)
3. The original ConBox will be requested by PCNA for delivery.

See also

TIs (177/20) and (203/21)

Search Items

ConBox, dead battery, starter battery, Li-ion, Connect, VTS