

WE86 - PCM With XM Radio: Performing Software Update (Workshop Campaign)

Important: **CRITICAL WARNING** - THIS CAMPAIGN INCLUDES STEPS WHERE SEVERAL CONTROL UNITS IN THE VEHICLE WILL BE PROGRAMMED WITH THE PIWIS TESTER. IT IS CRITICAL THAT THE VEHICLE VOLTAGE BE BETWEEN 13.5 VOLTS AND 14.5 VOLTS DURING THIS PROGRAMMING. OTHERWISE, THE PROGRAMMING COULD FAIL RESULTING IN DAMAGED CONTROL UNITS. CONTROL UNITS DAMAGED BY INADEQUATE VOLTAGE WILL NOT BE COVERED UNDER WARRANTY. THE TECHNICIAN MUST VERIFY THE ACTUAL VEHICLE VOLTAGE IN THE INSTRUMENT CLUSTER OR IN THE PIWIS TESTER BEFORE STARTING THE CAMPAIGN AND ALSO DOCUMENT THE ACTUAL VOLTAGE ON THE REPAIR ORDER. IT IS ALSO ADVISABLE TO MONITOR THE VEHICLE VOLTAGE DURING THE PROGRAMMING VIA THE INSTRUMENT CLUSTER. PLEASE REFER TO EQUIPMENT INFORMATION EQ-1105 FOR A LIST OF SUITABLE BATTERY CHARGERS/POWER SUPPLIES WHICH SHOULD BE USED TO MAINTAIN VEHICLE VOLTAGE.

Model Year: **2015**

Model Line: **911 Carrera (991)**

Country/Market: USA (C02)

- Equipment:
- SAT radio reception XM (**I-no. 686**)
 - HD and SAT radio reception (**I-no. 690**)

Concerns: **Porsche Communication Management (PCM) 3.1**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles. **In the event of faulty transmission of XM data by the satellite radio operator, there is a possibility that significantly more data than usual will be sent at times.**

As a result, the amount of data sent can no longer be processed by PCM and cyclical restarts of the PCM system can then occur continuously.

Action Required: Update PCM software in order to make the system more robust and resistant to faulty transmission of XM data and prevent malfunctions in the PCM system resulting from this.



Information

It takes **approx. 20 - 40 minutes** in total to **update** PCM 3.1, depending on vehicle type and equipment.

Affected Vehicles: The VIN(s) can be checked by using PIWIS Vehicle Information link to verify if the campaign affects the vehicle. This campaign is scope specific to the VIN! Failure to verify in PIWIS may result in an improper repair. This campaign affects 104 vehicles in North America.

Tools:

- PCM 3.1 Update CD 05/2014 (WKD 95280015)*
- Battery Charger/Power Supply - Suitable for AGM Type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V. Refer to Equipment Information EQ-1105.

*The Update CD is required **once for each Porsche Dealer** and is usually **already available** in the **Porsche Dealership**.

Only order the Update CD if it is not already available.

**Information**

If cyclical restarts of the PCM system have already occurred as a result of faulty transmission of data by the satellite radio operator, the data must first be deleted before starting the PCM update. To do this, the following requirements must be met ...

Requirements:

- File: Dbase_Reset.zip -- AVAILABLE ON PPN: <https://ppn.porsche.com/portal/docs/DOC-65356>
- USB stick or blank CD-R
- PIWIS Tester II

Procedure: /

1. Ensure the USB drive has no data on it.
2. Extract the zip file: DBase_Reset.zip
3. Open the new folder and copy the contents from the folder directly to the USB drive. The USB drive should now have several files and a folder on it:

HEADUNIT — File folder

HBUPDATE.DEF — DEF file

pcm_update.disc — DISC file

PCM31LOW400.def — DEF file

PCM31RDW200.def — DEF file

PCM31RDW300.def — DEF file

PCM31RDW400. def — DEF file

4. Enable the Developer Menu via the PIWIS Tester II:

> Select PCM >> Drive links checks >> Developer Menu

> Specify a time period (e.g. 1 day)

> Save with [F8]

> Exit the diagnostic application and disconnect the tester

5. Insert the USB drive into the vehicle's multimedia interface

6. On the PCM, select [Source] and [Map] simultaneously

7. Scroll down the list and select [01 Start USB – Software Update]

8. Confirm the update selection

9. Allow the update to run normally - This takes approximately 30 seconds

Note: If the vehicle is not equipped with a Multimedia Interface, the files can be copied to a CD-R instead of USB. The CD-R can be run in the PCM.

Labor: 9110 2599: Programming PCM display and operator control unit; Labor time 20 TU

NOTICE

Abnormal termination of PCM software update in the event of low-voltage.

- **Increased current draw during the software update can cause a drop in voltage, which can result in the abnormal termination of the software update and malfunctions in the PCM system.**
- ⇒ **Before commencing work, connect a suitable battery charger or power supply, suitable for AGM type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V.**

Work Procedure: See Attachment "A".

Claim Submission: See Attachment "B".

Attachment "A": **Work Procedure**

- 1 Connect a battery charger or power supply, suitable for AGM type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V.
- 2 Then **unplug** any **devices connected to the media interface** or any removable data storage media (e.g. USB stick, hard drive, etc.).
- 3 Switch on the ignition using the **original driver's key**.
- 4 Switch on PCM 3.1.
- 5 If there is a **CD** in the PCM 3.1 system, **remove it**.
For devices with a CD/DVD autochanger, remove all CDs from the autochanger.
- 6 Insert PCM 3.1 Update CD 05/2014 (**WKD 95280015**) in the **CD slot**.
For devices with a **CD/DVD autochanger**, **press the Eject button** to do this. In the CD/DVD autochanger menu that appears, **select an empty magazine compartment** (e.g. compartment 1) and **insert** the PCM 3.1 Update CD 05/2014 in the CD slot.



Information

The message "Medium cannot be played" may be displayed briefly after you insert the Update CD. It can take up to 3 minutes to load the Update CD, depending on the PCM 3.1 software version. The update then starts automatically. The message "Loading update" and a progress bar are then displayed.

- 7 Acknowledge the message "Avoid interrupting the update process. Interrupting the update can result in malfunctions in the PCM system".

**Information**

If the software update is interrupted or if **error messages** are displayed (e.g. as a result of read errors, a scratched CD, etc.), the update must be **repeated**.

- 8 Select **'Yes'** to confirm the "Perform update?" query.

A progress bar appears showing how the update process is progressing. The PCM 3.1 system is restarted. Several modules will be updated during the update process.

The total time required for the PCM update is approx. 20 - 40 minutes, depending on vehicle type and equipment.

**Information**

When the update process is complete and the PCM system has been reset, it can take up to 30 seconds for the message confirming the successful completion of the update process to be displayed.

- 9 When the update process is complete, confirm the message "System updated successfully".

**Information**

The PCM 3.1 Update CD 05/2014 will be ejected automatically from the CD slot when the update is complete.

- 10 Then **remove** PCM 3.1 **Update CD** 05/2014 from the CD slot.
- 11 Re-insert any CDs you removed from the device and plug the devices you unplugged back into the media interface.
- 12 Switch off the battery charger and disconnect it from the vehicle.
- 13 On vehicles with Porsche "Entry & Drive", replace the original driver's key in the ignition lock with the control unit again.
- 14 Enter the workshop campaign in the Warranty and Maintenance booklet.

Attachment "B": **Claim Submission** - Workshop Campaign WE86

Warranty claims should be submitted via WWS/PQIS.

Open campaigns may be checked by using either the PIWIS Vehicle Information system or through PQIS Job Creation.

Labor, parts, and sublet will be automatically inserted when Technician is selected in WWS/PQIS. If necessary, the required part numbers will need to be manually entered into warranty system by the dealer administrator.

Working time:

Performing PCM update

Labor time: **13 TU**

Includes: Connecting and disconnecting battery charger

⇒ **Damage code WE86 066 000 1**

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