

**Complaint - "Satellite/ Google Earth Map" Function in the PCM is No Longer Available (04/21)**



**Information**

**If the vehicle is affected by workshop campaign WG39 or WG49 and the campaign has not yet been carried out, then it must be performed before performing this software update.**

⇒ *Technical Information 'WG3900 WG39 Workshop campaign - Performing software update for PCM and instrument cluster'* or ⇒ *Technical Information 'WG4700 WG47 Workshop campaign - Performing navigation map update and software update for PCM and instrument cluster'*

Revision: This bulletin replaces bulletin Group 9 04/21, dated March 16, 2021.

Model Year: **As of 2017 up to 2018**

Important: **SD Cards required for this Technical Information have been automatically shipped to all US Porsche Dealerships as of March 25, 2021.**

Model Line: **Cayenne (92A)  
Macan (95B)**

Concerns: **Porsche Communication Management (PCM) 4.0**

Information: **Due to an expired service contract, the 'Satellite/ Google Earth map' function is no longer available on vehicles that do not have the latest PCM software.**

Action required: In the event of a customer complaint, perform PCM update, see ⇒ *Workshop Manual '915225 Programming central computer data update'*.

**Parts required (92A, 95B)**

Parts Info:	Part No.	Designation – Region	Vehicle assignment	Software
	9P1919360AL	⇒ SD memory card – NAR	I-no. ER3/ER4	1472

**Invoicing (92A, 95B)**

Invoicing: Unfortunately, the work involved cannot be invoiced using a new vehicle warranty claim or Porsche Approved Warranty claim for tax reasons. Alternative invoicing options for covering these costs are currently being examined.

Given that this issue is critical for customers, we ask you to implement the solution described above and invoice the costs at a later time.

To ensure customer satisfaction, there should be no further delay in correcting the problem on the customer side and there must also be no costs incurred for customers.

Naturally, we will inform you immediately as soon as we have decided on the invoicing procedure. If you have any questions about this, please contact your importer. Thank you for your cooperation.

References: ⇒ *Workshop Manual '915225 Programming central computer data update'*

**Important Notice:** Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

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