

Engine Will Not Start: Updating PVTs CU Software via Dealer Web Portal

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
918 Spyder Cayenne Macan Panamera Boxster/Cayman 911 Carrera	As of 2010 up to 2021	918 92A 95B 970/971 982 991	N/A	<ul style="list-style-type: none"> ▪ VTS preparation and Porsche Car Connect (I-no. 7G9) ▪ VTS security package and keypad (I-no. 7I0) ▪ VTS security package (I-no. 7I2)

Revision History

Revision	Release Date	Changes
0	May 1, 2020	Initial release
1	June 18, 2020	Revision 1
2	June 23, 2021	Revision 2, converted from global TI to PCNA ATI
3	July 11, 2021	Revision 3, update of Service Information

This bulletin replaces TI Group 9, 41/20, dated June 18, 2020.

Condition

The customer reports the engine will not start, and the instrument cluster may not turn on. An immobilizer error may be displayed in the instrument cluster. The condition can be intermittent. Diagnosis in the workshop confirms the immobilizer is activated and blocking vehicle/engine startup.

Technical Background

Certain Porsche Vehicle Tracking System (PVTs) control unit (CU) software is susceptible to false theft detection triggered by vibration.

Service Information

The PVTS CU hardware and software versions must first be checked using the PIWIS Tester.

The PVTS CU hardware version 2145 (or H10, or E50, depending upon PIWIS Tester software interpretation) is designed to handle software updates Over the Air (OTA). If the hardware version is 2145 and the software version is less than 0930, the control unit may be updated via the Dealer Web Portal (also known as the Porsche Car Connect Online Support Portal). If the software update via Dealer Web Portal is not functioning as described below then control unit replacement may be necessary.

If the hardware version is 2148 (or H11 or higher), then an OTA software update is not possible and control unit replacement is necessary.

If the PVTS Control Unit requires replacement, then the correct replacement part should be determined via PET; do not use the part numbers listed in the Workshop Manual or Technical Information. If the PVTS CU is replaced for this issue, then the HW and SW version of a replacement PVTS CU can be left as-is; no further CU software updates or replacements should be necessary. If the Dealer Web Portal indicates the vehicle has an Active Contract, then use the Device Replacement Function in the portal. If there is not an Active Contract, it is not necessary to use the Device Replacement Function in the portal.

Note: Customers and Dealership employees can contact the Porsche Car Connect support center by calling 1-866-253-1742. This may be necessary due to security controls limiting vehicle tracking service information and control unit status information.

Performing a software update via the Dealer Web Portal

1. Read out the control unit software version using the PIWIS Tester
 - a. Select the **"Porsche Vehicle Tracking System (PVTS)"** control unit
 - b. Select the **"Extended identifications"** tab
 - c. Check the software version; it must be less than **"0930"**

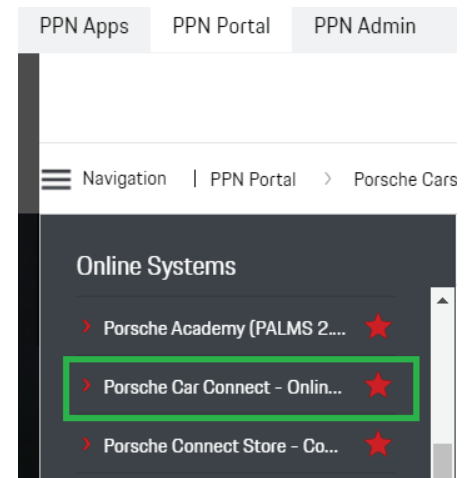


Figure 1

2. Perform a software update
 - a. Ensure the PTVS CU has sufficient mobile (GSM) and satellite (GPS) reception
 - i. Note: the PTVS CU contains an embedded SIM card and Vodafone manages data connection for service to this CU. No plug-in SIM is required to perform this update.
 - ii. To perform the update on a vehicle that does not have a customer contract set up, activate the vehicle using the dealership demo account. Perform the update as directed below, then remove the vehicle from the demo account. Activating the vehicle via the demo account allows this update without starting the customer's free trial period of Porsche Car Connect
 - b. Access the Porsche Partner Network (PPN) --> Online Systems --> **Porsche Car Connect (Online Support)**
 - c. Select "**Device repair**" (Figure 2, -1-)
 - d. Enter the VIN (Figure 2, -2-) and click "Search" (Figure 2, -3-). Vehicle information and settings are displayed.

Note: If the error message, "This device is not eligible to the repair process" is displayed, please verify the VIN entered is correct and retry the Search function several times. Also, try refreshing/reloading the webpage. If the same error message is received after several retries, then it may be necessary to replace the control unit. If the PTVS CU is replaced for this issue, then the HW and SW version of a replacement PTVS CU can be left as-is; no further CU software updates or replacements should be necessary.

- e. After Vehicle information and settings are displayed, click the **Repair** button (Figure 2, -4-). Once the update is completed successfully, the message "Your vehicle configuration has been updated" will appear briefly.

Note: If the update is not successful after the third attempt, please contact the Porsche Car Connect support center to verify vehicle information and settings as well as PVTs status by VIN.

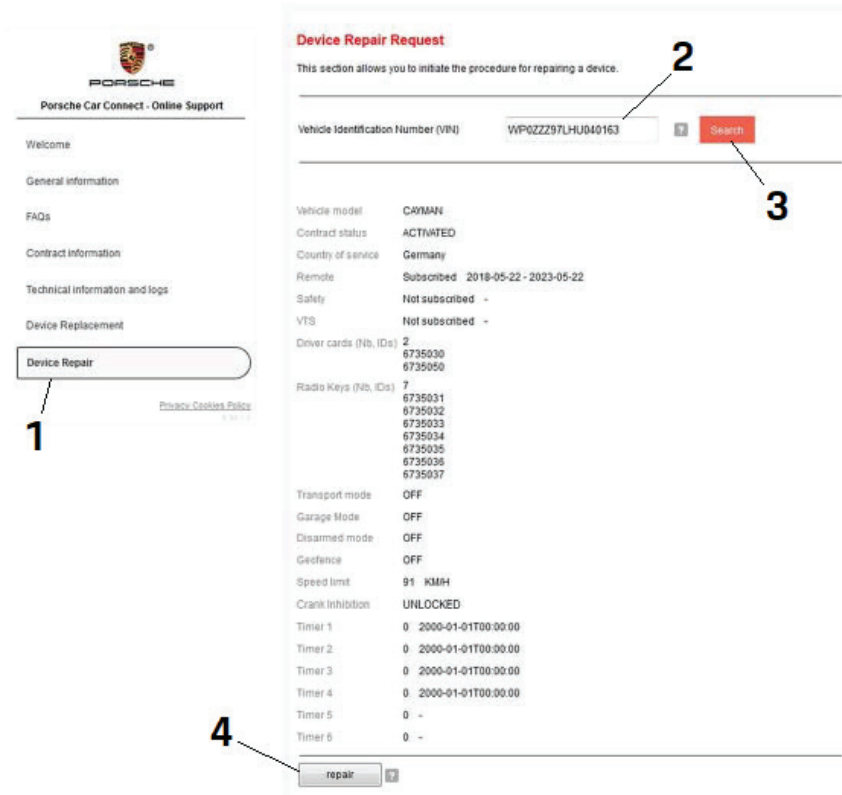


Figure 2

- f. Check whether all information and settings are the same after the repair function is completed (Figure 3, -1-), then click the “Generate Report” button (Figure 3, -2-).

Device Repair Request

This section allows you to initiate the procedure for repairing a device.

Vehicle Identification Number (VIN)

	Before repair	After repair
Vehicle model	CAYMAN	CAYMAN
Contract status	ACTIVATED	ACTIVATED
Country of service	Germany	Germany
Remote	Subscribed 2018-05-22 - 2023-05-22	Subscribed 2018-05-22 - 2023-05-22
Safety	Not subscribed -	Not subscribed -
VTS	Not subscribed -	Not subscribed -
Driver cards (Ib, Ids)	2 6735030 6735050	2 6735030 6735050
Radio Keys (Ib, Ids)	7 6735031 6735032 6735033 6735034 6735035 6735036 6735037	7 6735031 6735032 6735033 6735034 6735035 6735036 6735037
Transport mode	OFF	OFF
Garage Mode	OFF	OFF
Disarmed mode	OFF	OFF
Geofence	OFF	OFF
Speed limit	56.0 KMH	56.0 KMH
Crank inhibition	UNLOCKED	UNLOCKED
Timer 1	0 -	0 -
Timer 2	0 -	0 -
Timer 3	0 -	0 -
Timer 4	0 -	0 -
Timer 5	0 -	0 -
Timer 6	0 -	0 -

Figure 3

- g. Verify the Immobilizer is deactivated. The **“Crank inhibition”** value should show **“Unlocked”** after repair (Figure 4, -1-).

VIN Number		WP0ZZ297LHU040163		Contract Number		0100089849	
Report status		FAIL					
	before repair			after repair			
Vehicle model	CAYMAN			CAYMAN			
Contract status	Activated			Activated			
Country of service:	Germany			Germany			
Remote Service	Subscribed	2018-05-22 - 2023-05-22		Subscribed		2018-05-22 - 2023-05-22	
Safety Service	Not Subscribed	-		Not Subscribed		-	
Security Service	Not Subscribed	-		Not Subscribed		-	
Number of Driver cards	2, 6735030, 6735050			0			
Number of Remote keys	7, 6735031, 6735032, 6735033, 6735034, 6735035, 6735036, 6735037			0			
Garage mode	Off			-			
Transport mode	Off			-			
Disarmed mode	Off			-			
Geofence	Off			Off			
Speed limit	56.0 KMH			Off			
Timer 1	0-			--			
Timer 2	0-			--			
Timer 3	0-			--			
Timer 4	0-			--			
Timer 5	0-			--			
Timer 6	0-			--			
Crank inhibition	Locked			Unlocked		1	

Figure 4

- 3. Read out the control unit software version using the PIWIS Tester
 - a. Select the **“Porsche Vehicle Tracking System (PVTs)”** control unit
 - b. Select the **“Extended identifications”** tab
 - c. Check the software version; it must be **“0930”**.

Invoicing

Invoicing:

For documentation and warranty invoicing, enter the labor operation and PQIS coding specified below in the warranty claim:

APOS	Labor operation	I No.
90642510	Programming the control unit for the auxiliary alarm system	

PQIS coding:

Location (FES5)	90640	Control unit for the auxiliary alarm
Damage type (SA4)	1619	System does not start

Search Items

PVTS, Porsche Vehicle Tracking System, Dealer Web Portal, Porsche Car Connect, PCC, Vodafone, Connect, Immobilizer

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