

**Complaint – Porsche Communication Management (PCM) does not Work: Reset Central Computer (93/21)**

Model Line: **Macan (95B)**

Model Year: **As of 2019 up to 2021**

Concerns: **Central computer (PCM 5.0)**

Information: Porsche Communication Management (PCM) cannot be switched on and the central computer cannot be controlled using the PIWIS Tester.

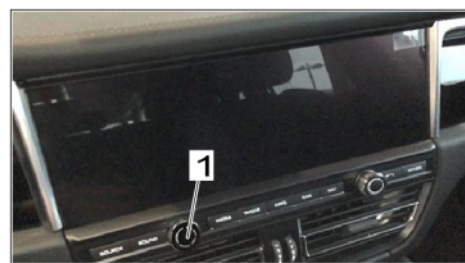
This fault type can occur after an undervoltage in the on-board electrical system. The central computer goes into an undervoltage protection mode when doing this.

Action required: Reset the central computer. To do this, hold down the volume control ⇒ *Volume control PCM-1* - for ten seconds when the ignition is switched on.



**Information**

If this procedure is not successful, contact your Technical Support.



*Volume control PCM*

**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.

© 2021 Porsche Cars North America, Inc.