

WMN6 - 3G Mobile Network Shutdown Notice and Impact to Porsche Connect Services

Vehicle Type: **Cayenne (9YA/9YB)**

Model Year: **2019**

Concerns: **3G network shutdown notice and impact on Cayenne Porsche Connect services**

Information: **As wireless technology continues to evolve, telecommunications providers in North America, including AT&T, are transitioning from their legacy 3G wireless communication to more advanced technology. In order to free up resources to support this, AT&T will be decommissioning its 3G network on February 22, 2022.**

A 3G telematics module, which supports all services within the Car Remote Package, Car Security Package as well as Emergency and Roadside Assistance Calls, will no longer be functional after February 22, 2022.

Car Remote Package

- Car Control
- Trip Control
- Car Finder
- Horn & Indicator
- Lock & Unlock
- E-Control (PHEV only)
- Climate (PHEV only)
- Location Alarm
- Speed Alarm
- Valet Alarm
- Car Control

Car Security Package

- Stolen Vehicle Tracking and Reporting

There is no technology upgrade possible for the 3G telematics module, services will no longer be functional after February 22, 2022.

Warranty Processing

Scope 1: **2019 Cayenne (9YA/9YB) with an active PCC/Vodafone Contract**

Working time:

Includes: No working time required.
Customers with an active contract running beyond the 3G network shutdown (February 22, 2022) will receive a pro-rated refund for the remaining value of the contract.

Labor time: **n/a TU**

Damage Code Not Required

Scope 2: **2019 Cayenne (9YA/9YB) without an active PCC/Vodafone Contract**

Working time:

Includes: No working time required.

Labor time: **n/a TU**

Damage Code Not Required

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