PORSCHE

Technical Information

Complaint - Over the Air (OTA) software update for the central computer (PCM) failed: Observe specified procedure (208/20)

Model Year: **As of 2021**

Change overview:

Version	Date	Change
0	3/21/2022	• First publication
1	7/20/2022	• "Invoicing" section adjusted

Model Line: **Cayenne (9YA/9YB)**

Concerns: **Porsche Communication Management (PCM) central computer**

Information: The over the air (OTA) software update for the central computer has failed and an error message appears in the central display of Porsche Communication Management (PCM).

ℹ️ Information

Please also pass the information about the procedure 'Perform software update in Update Center' on to your sales staff in order to inform the customer about this if necessary.

Action required: Perform the relevant remedial action as described in the error message:

Error message	Remedial action
'The online software update could not be performed. The vehicle condition is unchanged.'	Perform software update in the Update Center ⇒ *Technical Information 'Perform software update in the Update Centre'*.
'The online software update could not be performed. This may cause function restrictions.'	Perform software update using the PIWIS Tester ⇒ *Technical Information 'Perform software update with the PIWIS Tester'*.
'Update failed. An attempt will be made to perform the update again at a later time.'	Perform software update in the Update Center as soon as it is available. Wait as short a time as possible until the installation of the available update ⇒ *Technical Information 'Perform software update in the Update Centre'*.

AfterSales

Change overview:

Version	Date	Change
0	3/21/2022	• First publication
1	7/20/2022	• "Invoicing" section adjusted

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

Concerns: **Porsche Communication Management (PCM) central computer**

Information::   The over the air (OTA) software update for the central computer has failed and an error message appears in the central display of Porsche Communication Management (PCM).

Information

Please also pass the information about the procedure 'Perform software update in Update Center' on to your sales staff in order to inform the customer about this if necessary.

Action required: Perform the relevant remedial action as described in the error message:

Error message	Remedial action
'The online software update could not be performed. The vehicle condition is unchanged.'	Perform software update again in the Update Center ⇒ *Technical Information 'Performing software update in the Update Centre'.*
'The online software update could not be performed. This may cause function restrictions.'	Perform software update using the PIWIS Tester ⇒ *Technical Information 'Performing software update with the PIWIS Tester'.*
'Update failed. An attempt will be made to perform the update again at a later time.'	Perform software update in the Update Center as soon as it is available. Wait as short a time as possible until the installation of the available update ⇒ *Technical Information 'Perform software update in the Update Centre'.*

Change overview:

Version	Date	Change
0	3/21/2022	• First publication
1	7/20/2022	• "Invoicing" section adjusted

Model Line: **Panamera (971)**

Concerns: **Porsche Communication Management (PCM) central computer**

Information:: The over the air (OTA) software update for the central computer has failed and an error message appears in the central display of Porsche Communication Management (PCM).

ℹ️ Information

Please also pass the information about the procedure 'Perform software update in Update Center' on to your sales staff in order to inform the customer about this if necessary.

Action required: Perform the relevant remedial action as described in the error message:

Error message	Remedial action
'The online software update could not be performed. The vehicle condition is unchanged.'	Perform software update again in the Update Center ⇒ *Technical Information 'Performing software update in the Update Centre'.*
'The online software update could not be performed. This may cause function restrictions.'	Perform software update using the PIWIS Tester ⇒ *Technical Information 'Performing software update with the PIWIS Tester'.*
'Update failed. An attempt will be made to perform the update again at a later time.'	Perform software update in the Update Center as soon as it is available. Wait as short a time as possible until the installation of the available update ⇒ *Technical Information 'Perform software update in the Update Centre'.*

Change overview:

Version	Date	Change
0	3/21/2022	• First publication
1	7/20/2022	• "Invoicing" section adjusted

Model Line: **911 (992)**

Concerns: **Porsche Communication Management (PCM) central computer**

Information:: The over the air (OTA) software update for the central computer has failed and an error message appears in the central display of Porsche Communication Management (PCM).

ℹ️ Information

Please also pass the information about the procedure 'Perform software update in Update Center' on to your sales staff in order to inform the customer about this if necessary.

Action required: Perform the relevant remedial action as described in the error message:

Error message	Remedial action
'The online software update could not be performed. The vehicle condition is unchanged.'	Perform software update again in the Update Center ⇒ *Technical Information 'Performing software update in the Update Centre'*.
'The online software update could not be performed. This may cause function restrictions.'	Perform software update using the PIWIS Tester ⇒ *Technical Information 'Performing software update with the PIWIS Tester'*.
'Update failed. An attempt will be made to perform the update again at a later time.'	Perform software update in the Update Center as soon as it is available. Wait as short a time as possible until the installation of the available update ⇒ *Technical Information 'Perform software update in the Update Centre'*.

**Performing a software update in the Update Center**

ℹ️ Information

The following prerequisites must be met for a software update:

- Porsche ID active

- Online software update service activated in MyPorsche

- Privacy mode deactivated in the vehicle (flight mode)

- Privacy mode service-specifically deactivated (flight mode)

- All electrical loads (e.g. parking pre-climatization) switched off

- Low-voltage battery is charged

- only for hybrid vehicles High-voltage battery is not being charged

- only for hybrid vehicles Vehicle plug removed from vehicle charge port

Work Procedure: 1   Switch off ignition.

2   Switch on ignition. The software update is now available for download again.

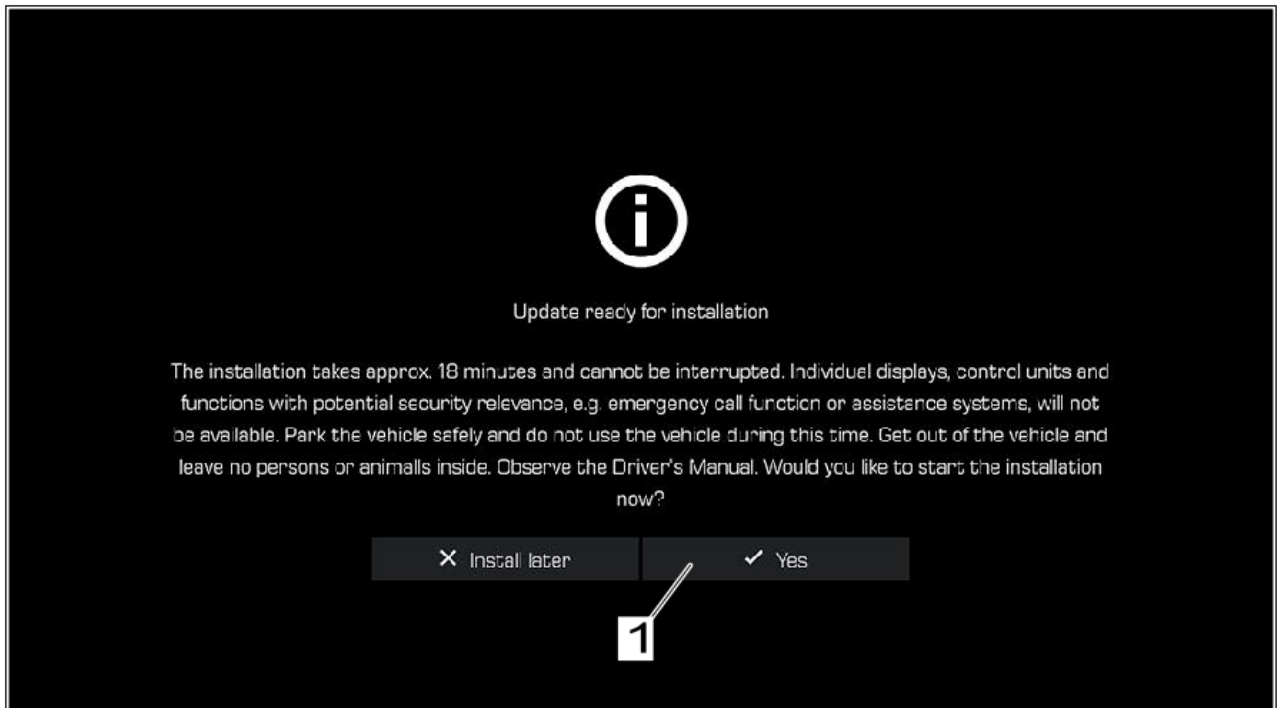3   Select the 'Start update' button ⇒ *Starting update* **-1-** in the Update Center.
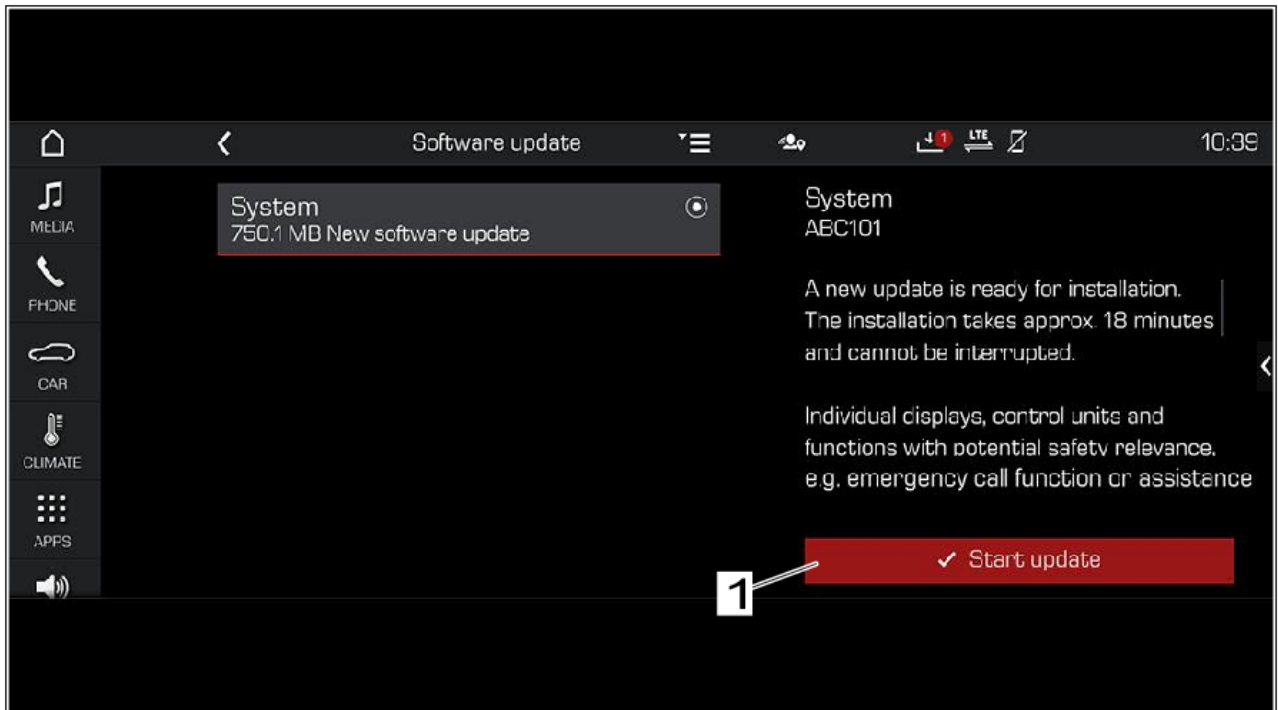
Starting update

4   The text 'Download active' appears and the download status ⇒ *Download status* **-1-** is indicated by a progress bar.
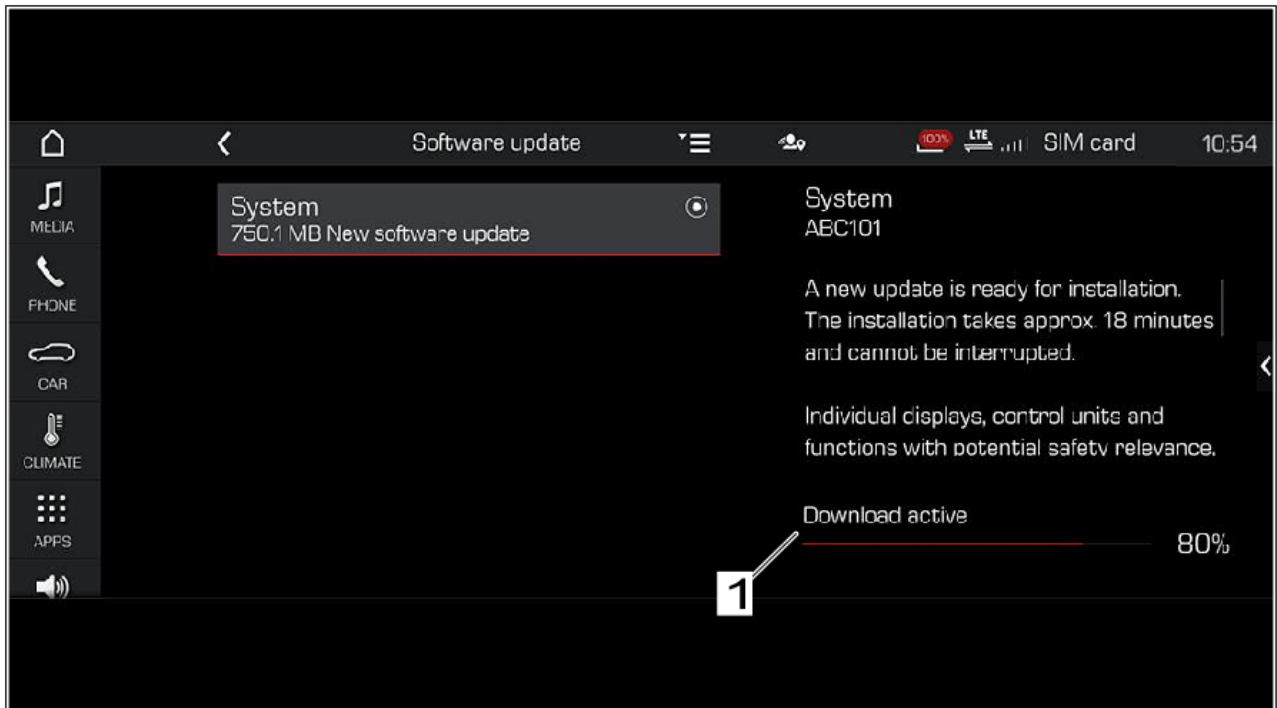
Download status

5   After the download is complete, switch off the ignition.

6   Start installation by clicking the 'Yes' ⟹ *Start installation* **-1-** button.

Start installation

7   Get out and lock the vehicle.

8   Keep the driver's key outside of the transmitter range.

Required tools - 911 (992)

i **Information**

The new 911 (992) is equipped with either a **lithium starter battery** (I-no. J2A) **or** an **AGM starter battery** (I-no. J0V, J4K) as standard.
This depends on the following:

•   Country version

•   Model type

•   Vehicle equipment

Lithium starter batteries must only be charged using a **suitable battery charger** that has a current and voltage-controlled charge map.

For further information about the battery chargers to be used, see ⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*.

- 9900 - **PIWIS Tester 3** with current PIWIS Tester software version.
- Battery charger with a current rating of **at least 90 A** and - if required - **also** with a **current and voltage controlled charge map** for lithium starter batteries, e.g. **90 A battery charger**

Required tools- Macan (95B), Panamera (971), Cayenne (9YA/ 9YB)

Tool:
- 9900 - **PIWIS Tester 3** with current PIWIS Tester software version.
- **Battery charger** with a current rating of **at least 90 A**, e.g. **battery charger 90A**.

Preparatory work - Cayenne (9YA/ 9YB)

NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**

⇒ **Before starting control unit programming, connect a suitable battery charger with a current rating of at least 90 A to the vehicle.**

NOTICE

Control unit programming will be aborted if the Wi-Fi connection is unstable.

- **An unstable Wi-Fi connection can interrupt communication between PIWIS Tester II and the vehicle communication module (VCI). As a result, control unit programming may be aborted.**

⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- **If the driver's key is not recognized in the vehicle, programming cannot be started or will be interrupted.**

⇒ **Place the driver's key with the back facing down into the front left storage compartment in the center console to ensure a continuous radio link between the vehicle and the driver's key.**

Work Procedure: 1   Place the driver's key with the back facing down into the front left storage compartment in the center console (emergency start tray) to guarantee a continuous radio link between the vehicle and the driver's key ⇒ *Emergency start tray*.

2   Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"'*.

Emergency start tray

Preparatory work - Macan (95B)

NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**

⇒ **Before starting control unit programming, connect a suitable battery charger with a current rating of at least 90 A to the vehicle.**

NOTICE

Control unit programming will be aborted if the Wi-Fi connection is unstable.

- **An unstable Wi-Fi connection can interrupt communication between PIWIS Tester II and the vehicle communication module (VCI). As a result, control unit programming may be aborted.**

⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- **If the driver's key is not recognized in vehicles with Porsche Entry & Drive, programming cannot be started or will be interrupted.**

⇒ **Switch on the ignition using the original driver's key. To do this, replace the control unit in the ignition lock with the original driver's key if necessary.**

Work Procedure: 1   Switch on the ignition using the **original driver's key**.

For vehicles with Porsche Entry & Drive, do this by replacing the component in the ignition lock with the original driver's key if necessary.

2   Carry out general preliminary work for control unit programming as described in $\Rightarrow$ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"'.*

Preparatory work - Panamera (971)

NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**

- $\Rightarrow$ **Before starting control unit programming, connect a suitable battery charger with a current rating of at least 90 A to the vehicle.**

NOTICE

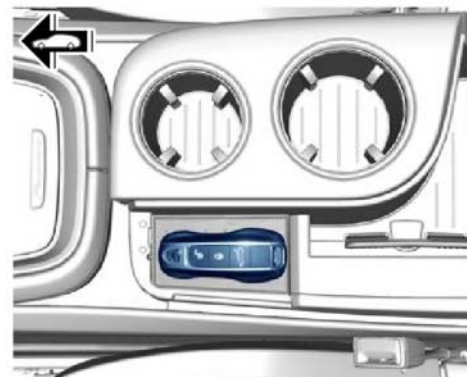**Control unit programming will be aborted if the Wi-Fi connection is unstable.**

- **An unstable Wi-Fi connection can interrupt communication between PIWIS Tester II and the vehicle communication module (VCI). As a result, control unit programming may be aborted.**

- $\Rightarrow$ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- **If the driver's key is not recognized in the vehicle, programming cannot be started or will be interrupted.**

- $\Rightarrow$ **Place the driver's key with the back facing down into the front left storage compartment in the center console to ensure a continuous radio link between the vehicle and the driver's key.**

Work Procedure: 1   Place the driver's key with the back facing down into the front left storage compartment in the center console (emergency start tray) to guarantee a continuous radio link between the vehicle and the driver's key ⇒ *Emergency start tray*.

2   Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"'*.

Emergency start tray

Preparatory work - 911 (992)

NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**

⇒ **Before starting control unit programming, connect a suitable battery charger with a current rating of at least 90 A to the vehicle.**

NOTICE

Control unit programming will be aborted if the Wi-Fi connection is unstable.

- **An unstable Wi-Fi connection can interrupt communication between PIWIS Tester II and the vehicle communication module (VCI). As a result, control unit programming may be aborted.**

⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- **If the driver's key is not recognized in the vehicle, programming cannot be started or will be interrupted.**

⇒ **Place the driver's key with the back facing down in front of the lock opening for the center console cover to guarantee a permanent wireless link between the vehicle and driver's key.**

Work Procedure: 1   Place the driver's key with the back facing down in front of the lock opening for the center console cover (emergency start tray) to guarantee a permanent wireless link between the vehicle and driver's key ⇒ *Emergency start tray*.

Emergency start tray

2   Carry out general preliminary work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming - section on "Preliminary work"'.*

Re-programming central computer

NOTICE

Using an older version of the PIWIS Tester software

- **Measure is ineffective**

⇒   **Always use the current version of the PIWIS Tester software for control unit programming and coding.**

Work
Procedure:

🛈 Information

It is imperative that the PIWIS Tester remains online during control unit programming so that backup documentation of the software versions installed on the control units **before and after programming** is sent to the Porsche After Sales systems.

1   Search for the relevant OTA campaign number ⇒ *OTA campaign number and Additional Information button* **-1-** for the control unit in PCSS (Porsche Central Service System) and select the Additional Information button ⇒ *OTA campaign number and Additional Information button* **-2-**.
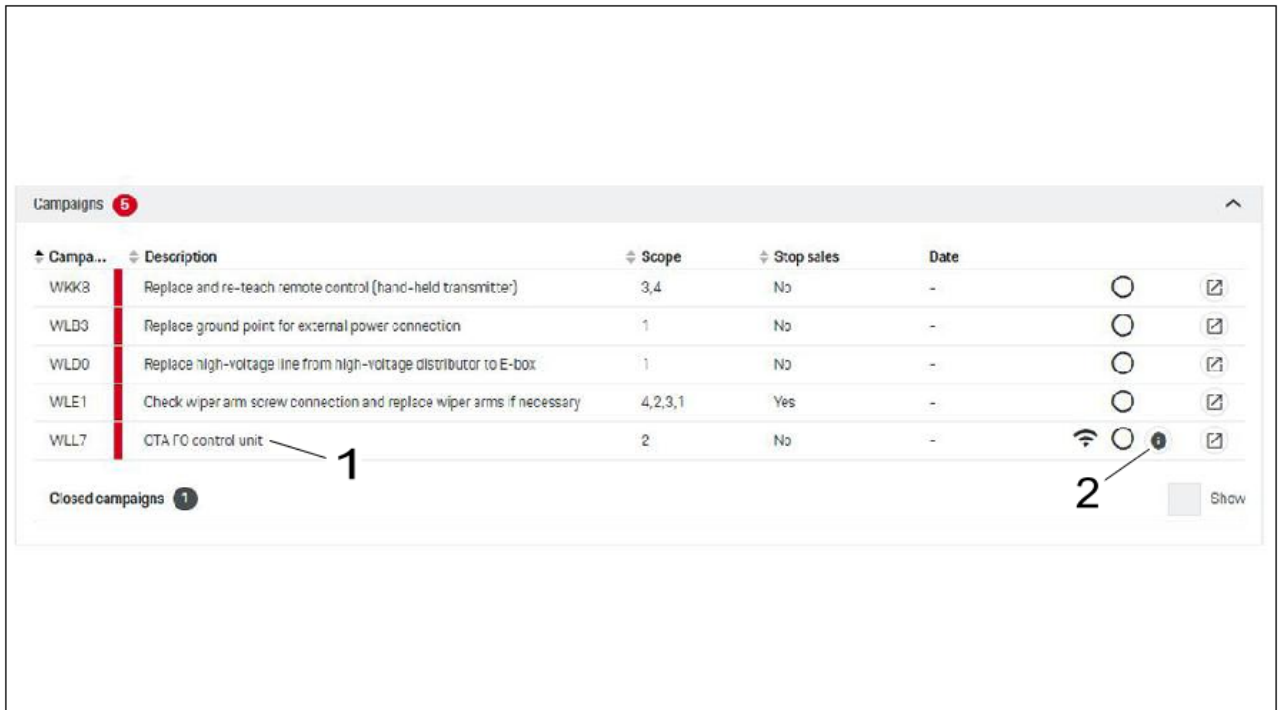
OTA campaign number and Additional Information button

2   Note the programming code ⇒ *Programming code and PIWIS Tester software version* **-1-** and observe the required PIWIS Tester software version ⇒ *Programming code and PIWIS Tester software version* **-2-**.
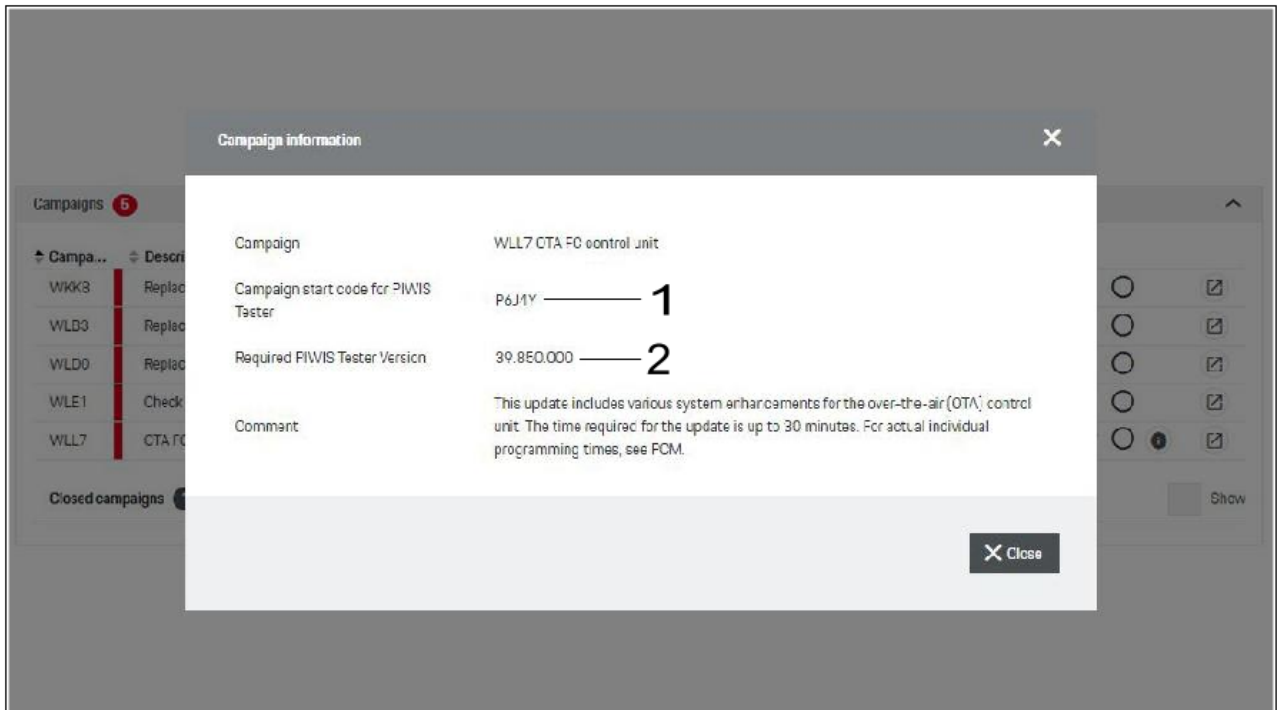
Programming code and PIWIS Tester software version

3   Re-program the central computer, see ⇒ *Workshop Manual '915225 Programming central computer data update'*.

4   Re-code the central computer in the PIWIS Tester.

      4.1   Select **'Coding/programming'** in the menu.

      4.2   Select **'Automatic coding'** and press •F12" to continue.

      4.3   Follow the instructions on the Tester.

ℹ   **Information**

If the central computer cannot be controlled or re-programmed using the PIWIS Tester after two attempts, see ⇒ *Workshop Manual '915255 Replacing central computer'*.

Parts required if necessary - Panamera (971), Cayenne (9YA/ 9YB)

Parts Info:	**Part Nos.**	**Designation**	**Number**
	9Y1035*** [1]	⇒ Central computer	1 pc.

[1] current part number available in PET2

Parts required if necessary - Macan (95B)

Parts Info:	**Part Nos.**	**Designation**	**Number**
	95B035*** [1]	⇒ Central computer	1 pc.

[1] current part number available in PET2

Parts required if necessary - 911 (992)

Parts Info:	**Part Nos.**	**Designation** **– Location**	**Number**
	992035*** [1]	⇒ Central computer	1 pc.
	9A700748300	⇒ External hexalobular screw – Front seat	8 pcs.

[1] current part number available in PET2

Invoicing

Invoicing:

> **ℹ Information**
>
> To remedy a customer complaint (OTA update failed), the work for remedying subsequent damage (diagnosis/parts replacement) can be invoiced using a warranty claim.
>
> • **Invoicing using a campaign claim is not possible in this case because no separate campaign claim is opened on the VIN as part of an OTA update.**

Procedure:

Opening a warranty claim by entering the VIN under the respective **CUSTOMER NO.** (FES5) as a component responsible for causing the problem in combination with the corresponding **damage category** (SA4).

Enter the campaign code **"ONxx - Repair in accordance with PAG specifications"** as a reference in the comment field of the warranty claim.

References: ⇒ *Workshop Manual '915255 Replacing central computer'*

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

⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*