9YA/9YB and 992 ConBox Current Draw Discharges 12 V Battery

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2019 - 2021	9YA/ 9YB	n/a	n/a
911	2020 - 2021	992	n/a	n/a

Revision History

Revision	Release Date	Changes
0	September 28, 2022	Original document
1	October 20, 2022	Update of Service Information
2	October 28, 2022	Update of Service Information
3	November 3, 2022	Update of Service Information
4	November 7, 2022	Update of Technical Background & Service Information

Condition

The customer reports that the battery has insufficient voltage to start the vehicle. The workshop confirms this condition and notes an unexpectedly high current draw from the ConBox. Sometimes, the workshop also notes an unexpected active alarm on the vehicle.

Technical Background

The ConBox makes a higher than normal quiescent current draw. This may be related to an active alarm or another condition. Likely, the active alarm is consequential to the battery drain and did not cause the battery drain.

There are two noteworthy ConBox ECUs related to this issue: **ConBox Low** and **ConBox High**. Both the 9YA/9YB and 992 have **ConBox Low** installed in production until June 2021. For vehicles with **ConBox High** installed, the following service information is **not applicable**. To determine which ConBox is in the subject vehicle, note the following information:

- If ConBox High is installed in the vehicle, the VAL will contain the label: “Connect (High).”
- If ConBox Low is installed in the vehicle, the VAL will contain the label “Connect” or “Connect (incl. PVTS).”

ConBox High is only installed on models that have MIB3 (also known as PCM6). MIB3 appears on newer models, including MY22 9YA/9YB and 992. MIB3 has more connected functionality than ConBox Low can provide, therefore ConBox Low and ConBox High are not interchangeable.

Service Information

There are no current software updates or solutions for **ConBox High** in 992 and 9YA/9YB. The current software version for 992 and 9YA/ 9YB ConBox High is 0360.

For **ConBox Low** on both 9YA/9YB and 992, note the following information.

1. Be sure to take a before-repair VAL.
2. Please address the 12V system by either charging, or replacing the 12V battery, as necessary.
3. Charge the 3.5V ConBox backup battery in the vehicle. The vehicle will only charge this backup battery while the ignition switch is on (Terminal-15). If the battery will not charge acceptably, replace it.
4. If an active alarm is present in the ConBox (see figure 1 for an example for the VAL), please **reset the alarm** using one of the following methods:
   a. **(Useful whether or not the customer has an active Connect subscription.)** File a Connect PRMS ticket to cancel the alarm status. Within 48 hours, Porsche suppliers will reset the alarm status. Note: the car has to have good reception. Be sure the vehicle is parked outside.
   b. **(Only useable if the customer has an active Connect subscription.)** Make sure vehicle remains outside through this process. Trigger the alarm and let it sound for about a minute. The customer will then receive a call from the Vodafone Secure Operating Center and have to answer pre-determined security questions. Since this method requires customer interaction, help prepare the customer for Vodafone's call.

GPS time: Year	2022
GPS time: Month	10
GPS time: Day	28
GPS time: Hour	14
GPS time: Minute	19
GPS time: Second	21
PVTS, contract duration: Year	23
PVTS, contract duration: Month	2
PVTS: Driver card recognized	No
PVTS: Number of driver cards programmed	0
PVTS: Satellite navigation system	GPS
PVTS: Transport mode	not active
PVTS: Workshop mode	not active
PVTS, status: Activation condition	entschärft
PVTS, status: Alarmstatus	Alarm
PVTS, status: Operating mode	Normal oper.

Figure 1

5. After the alarm has been reset, perform a quiescent current draw test and note the results.
   (Hint: This issue causes a current draw of about 400 mA. A safe range of current draw is 30-70 mA.)
6. See the **table below** and update the software accordingly, to the highest level possible.
7. Check whether the ConBox is still drawing unexpected quiescent current from the battery. If the current draw is still present, please file a Technical Support PRMS ticket.
8. Be sure to take an after-repair VAL.

Action	On 9YA/9YB models...	On 992 models...
SW 0314 update to SW 0412	For MY19-MY20 (with software level 0314), use programming code **Z4V7R**	For MY20-MY21 (with software level 0314), see TI (177/20). Programming code = **A4V7H**
SW 0412 update to SW 0420	For MY21 (with software level 412), see TI (203/21). Programming code: **E3D7K**	For MY21 (with software level 0412), see TI (203/21). Programming code: **A3D7K**

See also

TIs (177/20) and (203/21)

Search Items

ConBox, dead battery, starter battery, Li-ion, Connect, VTS