PORSCHE

Complaint - SD Map Update/OTA Map Update Does Not Function: Activating Functions That Are Not Enabled (159/21)

Model Lines:	**Cayenne (92A)** **Cayman (982)** **Boxster (982)** **Macan (95B)** **911 (991)**
Model Year:	**2017**
Equipment:	Online Services Plus (M-no. EL5)
Country/market:	Affected regions:

- ER1 region code "ECE" for radio
- ER3 region code "USA" for radio
- ER4 region code "Mexico/NAR2" for radio

Concerns:	**Porsche Communication Management (PCM 4.0)**
Information:	No online map update and no SD map update can be carried out on the affected vehicles because the relevant functions are not enabled in the Porsche Communication Management (PCM) central computer in the vehicle.
Action required:	Restore enabled functions for the online map update in the Porsche Communication Management (PCM) central computer using the PIWIS Tester with PIWIS Tester software version 40.550.050 (or higher) installed.

ℹ️ Information

Before processing this measure, check whether an active Connect contract for the "Online Map Update" service exists for the time period in question. If there is no active contract, the customer must pay the costs for carrying out this measure.

ℹ️ Information

The total time required for enabling functions is **approx. 5 minutes**.

Date of introduction:	The functions have already been enabled during production since week 30/2016.

Required tools

Tools: • **9900 - PIWIS Tester 3** with PIWIS Tester software version **40.550.050** (or higher) installed
• 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. **VAS 5908 Battery charger, 90 A**

For further information about the battery chargers to be used, see ⇒ *Workshop Manual '2X00IN Battery trickle charging'.*

Preparatory work (92A, 95B, 982, 991)

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 commencing work, connect a suitable battery charger or power supply, suitable for AGM type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V to the jump-start terminals in the engine compartment.**

NOTICE

Control unit programming will be aborted if the Internet connection is unstable.

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

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

NOTICE

Control unit programming will be aborted if the vehicle key is not recognized

• **If the vehicle 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 vehicle key. To do this, replace the original vehicle key in the ignition lock with the plastic key fob if it was previously removed at the start of this procedure.**

Work Procedure: 1   Connect a battery charger with a current rating of **at least 40 A** (e.g. **Battery charger 45A**) to the jump-start terminals in the engine compartment and switch it on.

2   Switch on the ignition using the **original driver's key**. On vehicles with "Porsche Entry & Drive", do this by replacing the control unit in the ignition lock with the original driver's key if necessary.

3   Connect **9900 - PIWIS Tester 3** to the vehicle communication module (VCI) via the **USB cable**.
Then connect the communication module to the vehicle and switch on the PIWIS Tester.

4   On the PIWIS Tester start screen, call up the **'Diagnostics'** application. The vehicle type is then read out, the diagnostic application is started and the control unit selection screen is populated.

Enabling functions

Work Procedure: 1   Enable functions.

1.1   In the control unit overview, press •F7" to call up the Additional menu.

1.2   Select the **'Function enable'** tab and confirm with •F12".

1.3   Enter the PPN user name and password and press •F12" to confirm your entry.

1.4   Select the **'Display enabled functions'** tab and confirm with •F12".

1.5   The enabled functions are displayed. Follow the instructions on the Tester: Select **'Carry out restore process'** and confirm with •F8".

1.6   Select **'Restore enabled functions'** and confirm with •F12".

2   Install the current maps via SD map update.
For instructions, see:
⇒ *Workshop Manual '915225 Programming navigation update on central computer'*

Concluding work

Work Procedure: 1   Read out the fault memory and check any existing fault memory entries.

Information
If control units are found to have faults that are not caused by the fault described here, these must be **found** and **corrected**.

2   Delete the fault memory.

3   Switch off ignition.

4   Disconnect **9900 - PIWIS Tester 3** from the vehicle.

5   Remove the driver's key from the emergency start tray.

6   Disconnect the battery charger.

Invoicing

> **ℹ️ Information**
>
> • For vehicles with an active new vehicle warranty or Porsche Approved warranty, the costs must be processed using the relevant warranty. If the vehicle is not covered by any warranty, the costs can be processed as technical goodwill using PGAT (Porsche Goodwill Authorization Tool). If the goodwill participation is not sufficient, a request for a goodwill extension can be submitted.

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

APOS	Labor operation	I No.
99412500	Programming Navigation Services	

PQIS coding:

Location (FES5)	99410	Navigation Service
Damage type (SA4)	1611	does not function

References: ⇒ *Workshop Manual '2X00IN Battery trickle charging'*

⇒ *Workshop Manual '915225 Programming navigation update on central computer'*