

VTS Remote Services Fail due to False 3G

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Macan	As of 2019	95B	N/A	N/A
Panamera	As of 2012 up to 2016	970	N/A	N/A
718	As of 2017	982	N/A	N/A
911	As of 2016 up to 2019	991	N/A	N/A

Revision History

Revision	Release Date	Changes
0	November 17, 2023	Original document
1	December 1, 2023	Update of vehicles affected

Condition

The workshop cannot commission the PCC/PVTS control unit using the PIWIS tester. Consequently, the customer will not be able to use VTS remote services. Sometimes VTS remote services that previously worked will stop working.

Technical Background

When commissioning or using VTS, the PCC/PVTS control unit must connect to an active GSM network. Starting in 2022, 3G mobile networks are no longer active, so the ECU must find a 4G network. The issue occurs because the subject vehicle's PCC/PVTS control unit gets confused and looks for a 3G network instead of looking for a 4G network. Because of a bug, it stops looking for other networks and becomes stuck attempting to connect to the disabled 3G network.

Service Information

The workshop must replace the PCC/PVTS control unit to fix this condition. The desired part number is 958.035.620.J. The ECU label should show software version 0924. (See figure 1. This is a 'good' part.)



Figure 1

If you receive this part with a software version lower than 0924, please submit a Parts Claims and Returns PRMS ticket to your Area Parts Support Specialist for further instructions. (See figure 2 for 'bad' part examples.)

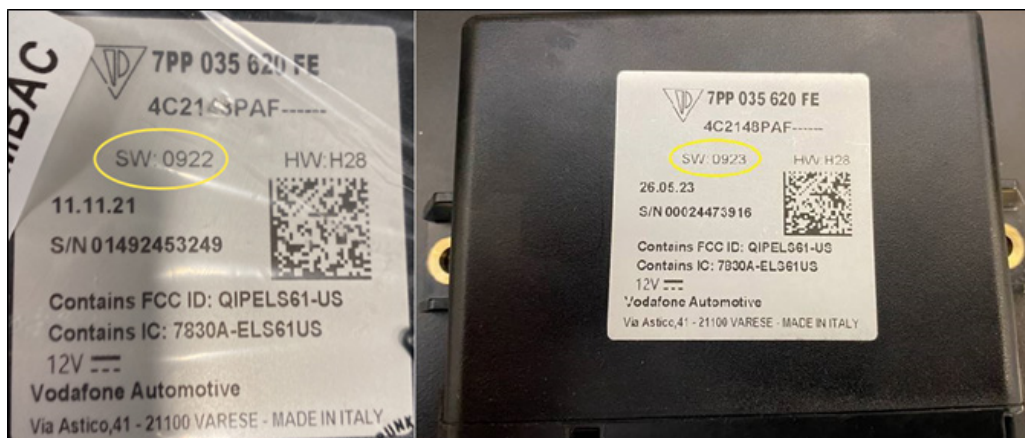


Figure 2

Search Items

VTS, remote services, vehicle tracking, 3G sunset, Connect

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