

**2012 Porsche Panamera 3.6L Eng VIN A Base**

Print Date: 9/7/2017

PCM3.1 REBOOTING**TECHNICAL SERVICE BULLETIN**

Reference Number(s): GROUP 9, NO. 1501, Date of Issue: March 12, 2015

PORSCHE: 9X1, 970, 92A, 95B 2010-2015

GROUP: 9

PART IDENTIFIER: 9110

Superceded Bulletin(s): GROUP 9, NO. 1402, Date of Issue: June 27, 2014

ATTENTION**Service Personnel****VEHICLE TYPE****9X1, 970, 92A, 95B****MODEL YEAR****2010-2015****CONCERN****PCM Reboots during operation****REQUIREMENTS**

- > PCM 3.1 Update disc 05/2014 WKD 952 800 15 (or later)
- > File: Dbase_Reset.zip - Available on PPN: <https://ppn.porsche.com/portal/docs/DOC-65356>
- > USB stick or blank CD-R
- > PIWIS Tester II

WORK PROCEDURE

1. Ensure the USB drive has no data on it.



NOTE: If the vehicle is not equipped with a Multimedia Interface, the files can be copied to a CD-R instead of USB. The CD-R can be run in the PCM.

2. Extract the zip file: DBase_Reset.zip
3. Open the new folder and copy the contents from the folder directly to the USB drive. The USB drive should now have several files and a folder on it:

 HEADUNIT	File folder	
 HBUPDATE.def	DEF File	1 KB
 pcm_update.disc	DISC File	1 KB
 PCM31LOW400.def	DEF File	1 KB
 PCM31RDW200.def	DEF File	1 KB
 PCM31RDW300.def	DEF File	1 KB
 PCM31RDW400.def	DEF File	1 KB

4. Enable the Developer Menu via the PIWIS Tester II:
 1. Select PCM >> Drive links checks >> Developer Menu
 2. Specify a time period (e.g. 1 day)
 3. Save with [F8]
 4. Exit the diagnostic application and disconnect the tester
5. Insert the USB drive into the vehicle's multimedia interface.
6. On the PCM, select [Source] and [Map] simultaneously.
7. Scroll down the list and select [01 Start USB - Software Update].
8. Confirm the update selection.
9. Allow the update to run normally - This takes approximately 30 seconds.
10. Remove the USB drive and insert the PCM 3.1 Update Disc 05/2014, part # WKD 952 800 15 as per the WM 991049, section 1.10:
 1. 1.10 **Various problems** (see section and topic overview on the first pages)

New

C: Software error.

A: Update PCM using "**PCM3.1 Update CD**" [WKD95280015 or a later version).

Procedure:

1. Connect battery charger to the vehicle.
2. Disconnect any removable data media (stick, hard drive, etc.) connected to the media interface.
3. Switch on ignition and PCM.
4. Insert update CD into the slot (on CD autochanger: remove any CDs that are already inserted).

5. CD starts automatically (the message 'Medium cannot be played' appears briefly). It can take up to 3 minutes to load, depending on the PCM software version.
6. Once you confirm the update message, a progress bar appears and PCM is reset twice during the update.
7. The update takes approx. 23 minutes (with removable drive) and approx. 37 minutes (with single drive).
8. When the update is complete, the message "System updated successfully to V1.31" appears on the display.

9110 2533: Programming PCM display and operator control unit: Labor time **20 TU**

If an error message is displayed during the update or if the update process is interrupted: => 1.9

CODING

Please code the repairs as follows:

CUSTOMER STATEMENT AND TECHNICAL EVOLUTION

	Customer Statement	Technical Evolution	Cause
Location	91100 PCM display+op. Ctrl unit	91100 PCM display+op. Ctrl unit	91100 PCM display+op. Ctrl unit
Symptom	1613 No function occasionally	1613 No function occasionally	4034 Switching off and on

9110 2533: Programming PCM display and operator control unit; Labor time 20 TU **PLEASE NOTE:** The Labor operation offered by PAG may not be valid for all model types. In that situation, please use 9110 2599 instead. The normally utilized operations for VAL and diagnosis should still be used in conjunction with the Programming operation.

FAQS

- Why do you run the DBase_Reset software prior to updating the PCM?

The DBase_Reset software erases the corrupt Data Base in the PCM. This will prevent rebooting during the update process, which can result in a PCM "stuck" at the Emergency Update screen. The DBase_Reset software does not affect customer stored settings.

- Can the DBase_Reset be used on a burned CD?

Yes, the software can be burned to a CD instead of a USB stick.

- Why did this issue occur suddenly?

An over-the-air Data Base change affected older software equipped PCMs. The newer software has been optimized for this.

- Are further resources for PCM available?

Yes, please see the Diagnosis Topics of Interest page on PPN:

<https://ppn.porsche.com/portal/docs/DOC-1860>

- Can the DBase Reset software and WKD 952 800 15 software be combined onto one USB stick?

No, they must be used separately (USB or CD).

- The Labor Operation from the Workshop Manual is not valid for my vehicle type.

PCNA has requested PAG update the available Labor Operations for all vehicle types that the Workshop Manual procedure references.