

**AD03 - Re-coding Instrument Cluster (Recall Campaign)**

**Important:** **CRITICAL WARNING** - THIS CAMPAIGN INCLUDES STEPS WHERE SEVERAL CONTROL UNITS IN THE VEHICLE WILL BE PROGRAMMED WITH THE PIWIS TESTER. IT IS CRITICAL THAT THE VEHICLE VOLTAGE BE BETWEEN 13.5 VOLTS AND 14.5 VOLTS DURING THIS PROGRAMMING. OTHERWISE, THE PROGRAMMING COULD FAIL RESULTING IN DAMAGED CONTROL UNITS. CONTROL UNITS DAMAGED BY INADEQUATE VOLTAGE WILL NOT BE COVERED UNDER WARRANTY. THE TECHNICIAN MUST VERIFY THE ACTUAL VEHICLE VOLTAGE IN THE INSTRUMENT CLUSTER OR IN THE PIWIS TESTER BEFORE STARTING THE CAMPAIGN AND ALSO DOCUMENT THE ACTUAL VOLTAGE ON THE REPAIR ORDER. IT IS ALSO ADVISABLE TO MONITOR THE VEHICLE VOLTAGE DURING THE PROGRAMMING VIA THE INSTRUMENT CLUSTER. PLEASE REFER TO EQUIPMENT INFORMATION EQ-1105 FOR A LIST OF SUITABLE BATTERY CHARGERS/POWER SUPPLIES WHICH SHOULD BE USED TO MAINTAIN VEHICLE VOLTAGE.

**Model Year:** **As of 2013 up to 2014**

**Vehicle Type:** **Cayenne (92A)/Cayenne Diesel (92A)/Cayenne S Hybrid (92A)  
Cayenne S (92A)/Cayenne GTS (92A)/Cayenne Turbo (92A)/Cayenne Turbo S (92A)**

**Concerns:** **Instrument cluster**

**Information:** This is to inform you of a Recall Campaign on the above-mentioned vehicles. **There is a possibility that the fuel level senders on the affected vehicles may not have been calibrated correctly during the production process.**

As a result, the range on remaining fuel displayed in the instrument cluster might be higher than the actual range.

**Action Required:** **Re-code the instrument cluster** using the PIWIS Tester with software version **12.700** (or higher) installed.



**Information**

The instrument cluster must be re-coded as part of this campaign by **entering the special start code Z9P9T**.

**Affected Vehicles:** The VIN(s) can be checked by using PIWIS Vehicle Information link to verify if the campaign affects the vehicle. This campaign is scope specific to the VIN! Failure to verify in PIWIS may result in an improper repair. This campaign affects 238 vehicles in North America.

**Tools:** **9818 - PIWIS Tester II** with software version **12.700** (or higher) installed  
**Battery Charger/Power Supply** - Suitable for AGM Type batteries, recommended current rating of 70A fixed voltage 13.5V to 14.5V. Refer to Equipment Information EQ-1105.

Work Procedure: See Attachment "A".

Claim Submission: See Attachment "B".

## Attachment "A"

### NOTICE

Coding will be aborted in the event of low voltage.

- Increased current draw during diagnosis can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the coding 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

Coding will be aborted if the WLAN connection is unstable.

- An unstable WLAN connection can interrupt communication between PIWIS Tester II and the vehicle communication module (VCI). As a result, coding may be aborted.
- ⇒ During control unit coding, always connect PIWIS Tester II to the vehicle communication module (VCI) via the USB cable.

### NOTICE

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

- If the driver's key is not recognised in vehicles with Porsche Entry & Drive, coding cannot be started or will be interrupted.
- ⇒ Switch on the ignition using the original driver's key. To do this, replace the control panel in the ignition lock with the original driver's key if necessary.



### Information

The procedure described here is based on the PIWIS Tester II software version **12.700**.

The PIWIS Tester instructions take precedence and in the event of a discrepancy, these are the instructions that must be followed.

A discrepancy may arise with later software versions for example.

Work Procedure:

**NOTE:** VEHICLE VOLTAGE MUST REMAIN BETWEEN 13.5 AND 14.5 VOLTS DURING THE ENTIRE WORK PROCEDURE.

- 1 Connect a 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.
- 2 Switch on the ignition using the **original driver's key**.  
For vehicles with "Porsche Entry & Drive", do this by replacing the control panel in the ignition lock with the original driver's key if necessary.
- 3 **9818 - PIWIS Tester II** with software version **12.700** (or higher) installed must be connected 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'** menu and select the vehicle type ⇒ **'Cayenne' ⇒ '92A as of MY 2011'**.

The diagnostic application is then started and the control unit selection screen is populated.

### Re-coding instrument cluster



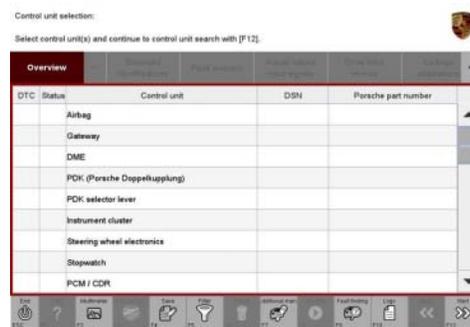
#### Information

The instrument cluster must be re-coded as part of this campaign by **entering the special start code Z9P9T**.

Work Procedure:

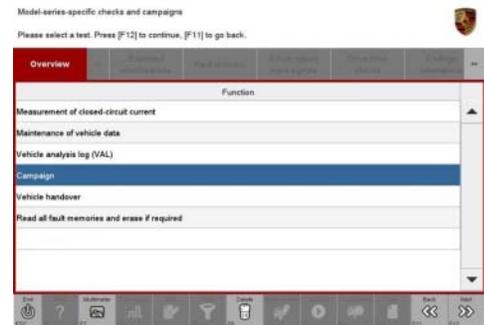
**NOTE:** VEHICLE VOLTAGE MUST REMAIN BETWEEN 13.5 AND 14.5 VOLTS DURING THE ENTIRE WORK PROCEDURE.

- 1 In the control unit selection screen (⇒ **'Overview'** menu), press **•F7** to call up the ⇒ **'Additional menu'** (⇒ *Control unit selection*).
- 2 When the question "Create Vehicle Analysis Log (VAL)?" appears, either press **•F12** to create a VAL or press **•F11** if you do not want to create a VAL.
- 3 Press **•>>** to acknowledge the message informing you that campaigns for the vehicle are stored in the PIWIS information system.
- 4 Select the ⇒ **'Campaign'** function and press **•>>** to confirm your selection ⇒ *Additional menu – Campaign*.



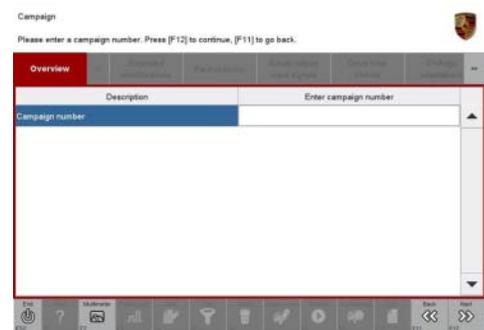
*Control unit selection*

You are then prompted to enter a start code.



*Additional menu – Campaign*

- 5 To enter the start code, click in the relevant text box so that the cursor starts to flash ⇒ *Start code input field*.
- 6 Enter the start code **Z9P9T**.  
Press •Enter“ to confirm the start code you entered. The text box turns blue.  
Press •>>“ to start the guided coding sequence.



*Start code input field*



#### Information

If coding does not start, the start code must be entered again and coding must be restarted.



#### Information

Read and follow the **information and instructions on the PIWIS Tester** during the guided coding sequence. Then press •>>“ to continue.

**Do not interrupt the coding process.**



#### Information

Once coding has been completed successfully, the instrument cluster will go dark for a short time and the fuel gauge will jump to 0. The instrument cluster will then restart and the fuel gauge will show a reading that corresponds to the fuel tank level. The range on remaining fuel is only displayed after driving a short distance.

Following coding, the displayed values can be lower than the values that were previously displayed.

**When coding has been completed successfully, the message “The action was completed successfully” will be displayed.**

If coding is **interrupted** (e.g. due to a voltage drop or if communication is aborted, etc.) or if coding could **not be carried out successfully** (error message "Coding unsuccessful"), coding must be **repeated**.

- 7 Once control unit coding has been completed successfully, press •>>“ to return to the start page of the Additional menu and press •<<“ to return to the control unit selection screen.

### Subsequent work

Work Procedure: **NOTE:** VEHICLE VOLTAGE MUST REMAIN BETWEEN 13.5 AND 14.5 VOLTS DURING THE ENTIRE WORK PROCEDURE.

- 1 Switch off ignition.
- 2 Disconnect the PIWIS Tester from the vehicle.
- 3 Switch off and disconnect the battery charger.
- 4 On vehicles with Porsche Entry & Drive, replace the original driver's key in the ignition lock with the control panel again.
- 5 Enter the recall campaign in the Warranty and Maintenance booklet.

### Attachment "B"



#### Information

The specified working time was determined specifically for carrying out this campaign and may differ from the working times published in the Labor Operation List in PIWIS.

#### Claim Submission - Recall Campaign AD03

Warranty claims should be submitted via WWS/PQIS.

Open campaigns may be checked by using either the PIWIS Vehicle Information system or through PQIS Job Creation.

Labor, parts, and sublet will be automatically inserted when Technician is selected in WWS/PQIS. If necessary, the required part numbers will need to be manually entered into warranty system by the dealer administrator.

Scope: **Re-coding instrument cluster**

<b>Working time:</b>
Re-coding instrument cluster
Includes: Connecting and disconnecting battery charger
Labor time: <b>33 TU</b>

Connecting and disconnecting PIWIS Tester

⇒ Damage code AD03 099 000 1

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