

We have identified that the Over-the-Air (OTA-FC) device in the vehicle, which is essential for remote service usage, may be experiencing communication problems with the backend. Recently, we have not detected any communication with the backend.

Porsche Center Steps:

Step 1: Open Software Update Campaigns

- Ensure that there are no open software update campaigns in PCSS for the devices a) Over-the-Air (OTA-FC) b) Connect device (ConBox) c) MIB (Central Computer | PCM)

Step 2: Please redo PDI (Pre-Delivery Inspection).

- Re-learn the devices
- Remove the anti-theft protection: a) Immobilizer (Wegfahrsperre) b) Component Protection (Komponentenschutz)

Step 3: Over-the-Air (OTA-FC) reset

- Park the vehicle outside in an area with a good GPS reception for at least 10 minutes and ensure the current time is displayed correctly on the instrument cluster.
- Reset the Over-the-Air (OTA-FC) via PIWIS-Tester: select Over the Air OTA-Function Controller —> Maintenance/Repairs —> ORU Warning
- Clamp 15 off/on
- Re-teach the component protection and the immobilizer using the Over-the-Air (OTA-FC) device

Step 4: Extract the vehicle analysis log from device

- Extract a VAL (Vehicle Analysis Log) from the Over-the-Air (OTA-FC), Central Computer (PCM) as well as Connect device (ConBox) and screen for errors. Remove the errors if possible.

Step 5: Retest

- Ensure that the Porsche ID is linked again. Ensure the login method includes Login WITH Security Code.
- Have a retest of the Remote Access / Remote Service usage
If the issue persists, proceed to the next step.

Step 6: Reset Devices

- Perform a Connect Device reset (cBox) by disconnecting the 12V battery from the device
- Disconnect the Over-the-Air (OTA-FC) (de-energized) and then plug it in again. Test if the issue persists.

Step 7: If the issue persists, create a PRMS technical ticket directed towards technical support and Porsche Connect

Step 8: Consider a replacement for the Over-the-air & Connect devices.

Please let us know if the issue continues to occur after that. If the issue persists, please provide us with a fresh VAL.