

Dealer Information



WKD 9Y0.002 20 220



Dealer Information

PCM 5.0

Topics

On the following pages you will find topics listed in alphabetical order.

Dealer Information PCM 5.0

Detailed country-specific information can be found in the standard vehicle literature.

| | Description | Explanation | Action required |
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| 99460 Car Connect | | | |
| Text message with activation code for Car Connect not received. | The customer has not received the text message with the activation code for Car Connect. | <p>Procedure for Car Connect:</p> <ul style="list-style-type: none"> ▶ Registration with Vodafone ▶ Appointment with technical customer centre ▶ Installation of the Car Connect app ▶ Automatic text message with activation code as soon as service package is successfully activated. | Inform the customer about the procedure in detail and ensure that they assent to it. If they do not assent, they must carry out registration independently on their own PC. |
| Logon to MyPorsche not possible. | Car-Connect account was set up by the dealer for the customer. Despite this, logon to MyPorsche fails. | There is a difference between Connect and Car Connect . Configuration of Porsche Connect can only be carried out by the customer in person, whereas configuration of Car Connect takes place via the dealer. | |
| Remote access authorisation is greyed out in PCM. | The remote access authorisation tile in PCM is greyed out and cannot be activated. | Not being able to grant remote access authorisation may be due to lack of an Internet connection or GPS signal. | <p>Please make sure that:</p> <ul style="list-style-type: none"> ▶ The vehicle is in an area with sufficient GPS and mobile reception. ▶ Gateway Connect component protection is not activated. ▶ Gateway Connect airplane mode is deactivated. ▶ There is no theft warning message. ▶ Privacy mode is not activated in PCM. |
| 9941F Connected POI | | | |

| | Description | Explanation | Action required |
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| Discontinuation of Google POI Voice | The Google POI Voice service will be discontinued by Google in 2020. This function will be used for secondary languages in the PCM 4.0/4.1 and PCM 5.0 to find POIs in Google via voice control. This interface is not currently used for main languages, we use Nuance as a workaround here. | <p>The affected languages include:</p> <ul style="list-style-type: none"> ▶ PCM 5.0: Dutch, Swedish, Polish, Czech, Turkish, Portuguese, Russian (EU only, currently no Google search for ERA), Japanese, Japanese English, Taiwanese, Taiwanese English, Korean English, French Canadian, Latin American Spanish, Brazilian Portuguese ▶ The Chinese secondary languages are not affected as Google is not available there. | |
| Missing phone numbers for some POIs . | Detailed information is not fully displayed for some POIs . The phone number is missing. | The information sources change depending on the operating paths used to retrieve the detailed information. | ▶ Modified PCM software from software status 9906/9907. |
| 9941A Real-time Traffic Information | | | |
| Discontinuation of VZO in ECE except BeNeLux | VZO will remain permanently restricted to D/A/CH and BeNeLux for the entire duration of the PCM 5.0 project as insufficient server capacity could be made available. | Owing to server load issues, both services had to be restricted to D/A/CH and BeNeLux for the short term in Q3 2018. Once server capacity has been increased, it may be possible to go live again in the entire ECE. | |
| Real-time Traffic Information is not available. | Real-time Traffic Information is not available. | If the time is set locally in the PCM 5.0, no Real-time Traffic Information can be displayed. | <ul style="list-style-type: none"> ▶ Modified instrument cluster software from software status 0709. ▶ Workaround: Activation of automatic time synchronization via SET ▶ System settings ▶ Date and time can solve this problem. |
| Missing green lines in real-time traffic information. | Real-time Traffic Information does not display any green lines within Navigation Plus in the PCM 5.0. An icon for | The Real-time Traffic Information does not display any green lines even though the traffic flow is OK. The | ▶ Modified PCM software from software status 2474/2478/2483. |

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| | Description | Explanation | Action required |
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| | confirmation of Real-Time Traffic Information is also absent. | Real-time Traffic Information is operating correctly, but the display has changed compared to PCM 4.0 and 4.1. | |
| 9941D E-charging station | | | |
| | The PCM and Google search cannot find any E-charging stations in Germany. | Neither the global PCM search (online/offline) nor the Google search (online) can find an E-charging station when the term "E-charging" is entered. | In the PCM search function only the term "Charging stations" produces a hit, while terms such as "E-charging stations" or "E-charging" do not. <ul style="list-style-type: none"> ▶ Modified PCM software from software status 9906/9907. |
| 9947A eSIM | | | |
| | No popup when data volume of a data package is consumed . | If a data package is purchased and the data volume is then used up, a popup does not appear to inform the customer. | If the customer has not purchased a data package from the Porsche Connect Store, the message "No data package" appears every time the PCM 5.0 starts. This message can be suppressed by selecting "Don't show again". If a data package is then purchased and consumed, the customer no longer receives related messages. <ul style="list-style-type: none"> ▶ Workaround: The used data volume can be displayed via the APPS ▶ Data packages menu. |
| 99470 connectivity | | | |
| | iPhone has no Internet connection when connected to the vehicle. | If no data package has been booked in the Porsche Connect Store and the Porsche Connect App is connected to the vehicle via the PCM hotspot, the iPhone loses its Internet connection. Services such as Napster, Amazon Music, Radio.net or Calendar cannot be used in the vehicle. | The PCM hotspot prevents the iPhone from connecting to the Internet. The iPhone is unaware of the absence of the PCM hotspot Internet connection. <ul style="list-style-type: none"> ▶ Modified PCM software from software status 9906/9907. ▶ Workaround: Until 30/6/2018, customers (except in the German and Italian markets) can purchase a data package in the Porsche Connect Store free-of-charge. |
| 9942D Music services | | | |

| | Description | Explanation | Action required |
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| Amazon Music tile is not always displayed. | In combination with an iPhone, the Amazon Music tile is not always displayed under Media ▶ List in the PCM 5.0. | This behaviour can be observed if Napster and Amazon are both installed on the smartphone. Currently, this behaviour is only prevalent among iPhones. | ▶ Modified PCM software from software status 2474/2478/2483. |
| Amazon Music app cannot be operated fully via the steering wheel. | If the multi-function button on the steering wheel (hash button) is programmed to "Next track", it does not influence the Amazon Music app. It is therefore not possible to control the app. | | ▶ Modified PCM software from software status 2474/2478/2483. |
| Song covers are not displayed by some radio stations . | Some radio stations do not display the song covers. | The song cover can only be identified with radio stations that use Radiotext +. Not all radio stations offer this. | |
| 99710 MyPorsche | | | |
| Multiple profiles in MyPorsche . | Why can customers have several profiles in My Porsche ? | If a customer has purchased several vehicles from different Porsche partners, their profile data is administered separately by each of the Porsche partners. This concept ensures that no customer data is shared between the various (independent) Porsche partners. | |
| Porsche ID for customers with a vehicle without Connect. | Porsche ID for customers with a vehicle without Connect functionalities. | Within markets with My Porsche a Porsche ID is also available for customers who own a vehicle without Connect functionality. Here, the invitation is also made via a Porsche partner and depending on the country-specific availability of self-registration. | |

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| | 9942H News / Feeds | | |
| | Read out messages function starts slowly. | The Read out messages function from the News service in the PCM 5.0 always starts very slowly. | The text is uploaded to the backend and saved in a file that can be read out. The file is then read out by the text-to-speech engine. Text read-out is delayed, especially if the sections of text are longer. |
| | 9945B Breakdown call | | |
| | Breakdown call via Bluetooth not OK. | If the breakdown call is initiated during an ongoing Bluetooth phone call, the customer must decide between the breakdown call and the ongoing phone call. The corresponding PCM dialogue that appears has no effect. Customers are therefore unable to select which phone call (breakdown call or mobile phone) they would like to continue or cancel. | ▶ Modified PCM software from software status 2474/2478/2483. |
| | Error message on pressing the breakdown call tile. | On pressing the breakdown call tile in PCM an error message appears, stating that the service licence has expired. | This is not a correct error message. This does not mean an expired licence, but rather that there is no remote access authorisation. |
| | | | To activate a breakdown call, remote access authorisation must be granted. This can be carried out by entering the pairing code in the PCM settings under ▶ Porsche Connect ▶ Remote access authorisation ▶ Grant remote access authorisation by entering the pairing code. |
| | Russian market: Breakdown Call tile is incorrectly displayed. | In the Russian market, the Breakdown Call tile is incorrectly displayed in the PCM. | In the Russian market, breakdown calls can only be made via the Porsche Connect App. The Breakdown tile, however, is still displayed in the PCM |

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| 9948D Parking Plus | | | |
| Completion of an open parking procedure in the German market. | Open parking procedure in conjunction with the Parking Plus service in the German market. | If the multi-storey car park is very busy, the barriers are opened frequently and the antenna consequently fails to detect the Parking Plus card when exiting the facility. The open parking procedure must be changed manually by the multi-storey car park operator. | <ul style="list-style-type: none"> ▶ Note down the details of the customer's parking procedure and forward to Connect Support by phone or email. -> Connect Support will send the data regarding the open parking procedure to our partner evopark by email. ▶ Assure the customer that the amount will not be invoiced and that correction of the transaction in the login area may take up to 3 working days. |
| 9941B Parking space information | | | |
| Inconsistent distance information relating to multi-storey car parks in Parking Plus. | The distance calculation for multi-storey car parks within the "At another location" search for Parking Plus is inconsistent: The distance displayed in the overview of search results is different to the one displayed in the detailed view of a result. | The distances in the overview of search results are calculated from the town centre of "Another location". The distance in the detailed view is calculated from the location of the vehicle. | |
| 99400 Porsche Connect | | | |
| WiFi hotspot | In the Italian market, the WiFi hotspot is soon to become available. This will affect the PCM 4.0/4.1 and PCM 5.0. | For this purpose, technical preparations are necessary in the Italian market with regard to data input, changes in the web shop etc. | <ul style="list-style-type: none"> ▶ Clarification of effects due to data input. ▶ Clarification of changes in the web shop. |
| Compensation for diagnosis costs for Porsche Connect to the dealership. | Compensation for diagnosis costs incurred to the dealer for Porsche Connect. | The error cause for the malfunction determines whether settlement is made via the guarantee or compensation process. In compliance with the requirements, you will receive | |

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| | | <p>compensation for the diagnosis costs incurred within the scope of a fixed compensation rate for the following error causes:</p> <ul style="list-style-type: none"> ▶ Porsche Connect software malfunction. ▶ Malfunction of service-relevant IT infrastructure for Porsche Connect. <p>In these cases, settlement is made via the compensation process. Malfunctions of the vehicle hardware will be settled via the regular guarantee process as previously.</p> | |
| <p>Change of customer data at third-party providers.</p> | <p>Change of customer data for third-party provider services (e.g. evopark for Parking Plus or Ionity for the charging service).</p> | <p>As a rule, Porsche partners and Porsche Connect Support are unable to make changes to customer data with regard to services offered by third-party providers.</p> | <ul style="list-style-type: none"> ▶ Where applicable, note down the customer's wishes and forward these to the third-party provider, or refer the customer directly to the third-party provider. |
| <p>Activation codes for Porsche Connect and Porsche Car Connect.</p> | <p>Differentiation between codes for Porsche Connect and Porsche Car Connect.</p> | <p>There is a difference between Connect and Car Connect. The activation code for Connect is displayed in MyPorsche and must be entered in the PCM. The activation code for Car Connect must be entered on the smartphone.</p> | |
| <p>9942A Porsche Connect App</p> | | | |
| <p>Porsche Connect App (RPC)</p> | <p>In the context of Macan PA handover, it was pointed out that the Porsche Connect app [RPC] does not receive a loud push notification when the</p> | <p>Backend notification error → silent push was implemented instead of load push.</p> | |

| | Description | Explanation | Action required |
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| | instantaneous preheat/cool is ready. E3 vehicles are affected by this issue. | | |
| Use of the Porsche Connect App results in very high data usage . | Use of the Porsche Connect App with Android and iOS results in high data usage of approx. 750 MB in one day. | The reason for the high data usage is that detailed map information is displayed when background data is activated. | <ul style="list-style-type: none"> ▶ Please update your Porsche Connect App. ▶ Android workaround: Background data must be deactivated in the Android settings for the Connect App. |
| The PCM Connect App services disappear as soon as an iPhone is connected to the vehicle WiFi. | Services such as Napster, Amazon Music, Radio.net or Calendar are not available in the PCM 5.0 when an iPhone is connected to the PCM WiFi. | By deactivating the Share data connection setting, the iPhone Internet connection via mobile data remains established so that the PCM Connect App services do not disappear. In rare cases, the Share data connection setting is activated again automatically after the vehicle is restarted. | <ul style="list-style-type: none"> ▶ Workaround: The Share data connection setting can be deactivated again in the PCM settings under Device manager ▶ Mobile data ▶ Share data connection. Afterwards, the services appear again. |
| Car Control is not available | The Porsche Connect App displays an error message that Car Control is not available. | Memory behaviour of fault states. As a result, the Porsche Connect app always displays the same error even though the cause does not actively exist. | <ul style="list-style-type: none"> ▶ Log out in the Connect app ▶ Close the app completely (empty the cache, end processes) ▶ Start the app again ▶ Log in again <p>It should now be possible to use Car Control in the usual way.</p> |
| 9971B registration | | | |
| Services disappear following purchase. | During purchase, all the services for a customer vehicle are active. After a few weeks, no services are displayed in the PCM . | The customer has used a dealer licence and has not registered for My Porsche and activated the services. | <ul style="list-style-type: none"> ▶ Check whether the customer has a Porsche ID in C@P. ▶ Support them in activating the services. |

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