

Porsche Connect Cannot Function if SOS LED is Not Lit Green

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2020	Y1A, Y1B	N/A	N/A
911	As of 2022	992	N/A	N/A
Cayenne	As of 2022	9YA, 9YB	N/A	N/A
Panamera	As of 2022	971	N/A	N/A

Revision History

Revision	Release Date	Changes
0	July 16, 2021	Original document

Condition

One or all of the following conditions exist:

- Porsche Connect services do not function
- SOS LED in the overhead console is off or flashes red
- The Breakdown Call button does not function
- The News and Weather tiles are missing in the PCM Central Display
- The navigation satellite map view cannot be activated
- Log in button grayed out on the Taycan when attempting to log in with Porsche ID and Password with red SOS.
- Add account button displayed grayed out with red SOS



Figure 1

Technical Background

The MIB3 infotainment system with Porsche Connect services was first introduced in Model Year 2020 Taycan, and expanded to 2022 911 (992), Cayenne (E3), and Panamera (G2-II) models. The Connect control unit in this system (Part ID 9196) utilizes an embedded SIM (eSIM) that is not preregistered to a specific US mobile network in production. Therefore, the network must be registered and paired during the Vehicle Handover/PDI process. For comparison, Connect services in 2021 and older 992, E3, and G2-II utilize an eSIM that is preregistered to a US mobile network in production.

Service Information

Since the MIB3 system utilizes an eSIM that is not preregistered at the factory, the eSIM must go through a "Registration and Pairing" (R&P) process once Flight Mode is deactivated in the Connect Control Unit (Part ID 9196, also known the ConBoxHigh or Emergency Call Control Unit). The R&P process typically takes 5 to 20 minutes under ideal conditions, but often requires a subsequent sleep cycle. In some cases, this process can take a few hours depending upon the signal strength and the backend system availability. Once the eSIM has completed the R&P process, the SOS light in the overhead console will turn green.

With the prior system (MIB2+ in 2021 and older 992/E3/G2-II, for example), the SOS light turns green almost immediately after flight mode is deactivated because the R&P process had already occurred when the vehicle exited production. With the new MIB3 system, the R&P process will always take longer compared to prior systems.

In most cases, the SOS indicator will turn green after the initial test drive following the PDI, or after the vehicle has had time to go through a sleep cycle of at least 30 minutes.

The steps immediately below explain at a very high level how the R&P process works for MIB3 vehicles. This complex process is why the R&P can take longer than in previous vehicles with the MIB2+ system.

- Step 1:** Flight Mode is deactivated during the Vehicle Handover process at PDI, and the Connect control unit with eSIM wakes up
- Step 2:** The eSIM attempts to connect to a 3rd Party service provider in Europe called Cubic using a roaming data connection that utilizes AT&T or T-Mobile networks. If there is poor AT&T or T-Mobile service in the immediate area (inside the service bay, for example), then this step could fail until the car is moved to an area with a stronger AT&T or T-Mobile signal.
- Step 3:** After the vehicle registers with Cubic, the device receives an eSIM profile for the local Verizon network
- Step 4:** Once the Verizon profile is downloaded, the device will disconnect from AT&T or T-Mobile and attempt registration to Verizon's LTE network. If there is poor Verizon service in the immediate area (inside the service bay, for example), this step could fail until the car is moved to an area with a stronger Verizon signal. A long sleep cycle of 30 minutes or more may be needed at this point.
- Step 5:** Next, the Verizon profile is successfully downloaded. The device will inform Cubic that it is setting Verizon as the default network connection.
- Step 6:** Cubic will then activate the Wi-Fi profile for the device along with a dealer demo mode in the Porsche Connect backend. This provides Real-Time Traffic Information and the media source Online Radio, for example.
- Step 7:** Lastly, the MIB3 system should download the relevant Porsche Connect licenses. At this point, barring any issues in the backend systems, the SOS light should turn green.

If you experience issues with the activation process, it is recommended to perform the following steps:

1. If the SOS light does not turn green after a test drive or after the car has been through a long sleep cycle following the test drive, then allow the car to sit outside with the ignition on and the engine running – or with driving readiness established in Taycan – for 20 to 30 minutes. If this has already been done, then proceed to the next step.
2. Perform a vehicle sleep cycle of 30 minutes or more. To do this, disconnect the PIWIS Tester VCI, roll up all windows, close all doors and lids, and lock the vehicle using the key remote. Doing this will allow the car to go to sleep faster. Store the key at least 10 meters (30 feet) away from the vehicle to ensure it does not prompt the vehicle to stay awake.
3. After 30 minutes, unlock the car, turn on the ignition, and check the status of the SOS light.
4. If the SOS light does not turn green, then perform the function “Deactivate Flight Mode” using the PIWIS Tester again and repeat steps 1–3 a second time.
5. If the SOS does not go green after the second time through steps 1–3, please perform a capacitive discharge by disconnecting the vehicle 12V battery from the vehicle electronics. It should not be required to remove the backup battery from the ConBoxHigh as long as the capacitive discharge is performed for 60 seconds or more while there is no active emergency or roadside service call in the vehicle.
6. Let the car sit for 60 seconds with the 12V battery disconnected, then reconnect the battery and turn on the ignition/re-establish driving readiness.
7. Check the status of the SOS light. If the SOS light still does not turn green, contact Porsche Connect Support by emailing connect.help@porsche.us.

Warranty

This ATI is informational only and not applicable to any Porsche Warranty. This procedure is a necessary part of the vehicle handover / pre-delivery inspection process.

Search Items

Taycan, 911, Cayenne 992, E3, MIB3, Connect

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