

Porsche Mobile Charger Connect (PMCC) Software Bugs, Loss of Power Setting

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	As of 2020	Y1A, Y1B, Y1C	n/a	n/a
Cayenne	As of 2019	9YA, 9YB	n/a	all E-Hybrid models
Panamera	As of 2019	971	n/a	all E-Hybrid models

Revision History

Revision	Release Date	Changes
0	November 11, 2022	Original document

Condition

Customer complains the Porsche Mobile Charger Connect (PMCC) does not retain the 'last mode' power setting. For example, the customer sets the charging power to 40A (100%), but it reverts to 20A (50%) following a charger Sleep Cycle or following a power cycle.

Technical Background

PMCC Communication Board (CommBoard) Software (SW) Version 3014 was released to address software bugs in SW version 2934, e.g. "server authentication error". Unfortunately, SW 3014 introduced a new bug that can cause the PMCC to lose the desired "last mode" setting for charging current / output in conjunction with PowerBoard SW 4100 or lower. That means the power setting reverts to 50% when the charger is unplugged or when the charger enters a sleep cycle.

Communication Board Software 3014 was available via online and update for 8 days before it was stopped.

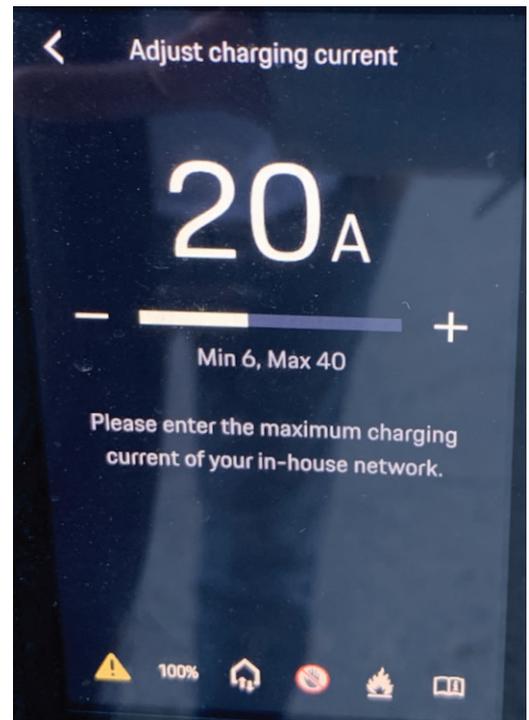


Figure 1

This software bug is unrelated to Workshop Campaign WMP2, but the timing and contents of WMP2 and the software bug have led to further confusion.

19.Aug.2022 - WMP2 published

27.Sep.2022 - PMCC communication board SW 3014 released via automatic update

30.Sep.2022 - Customer letter sent to customers affected by WMP2

05.Oct.2022 - PMCC communication board SW 3014 stopped

PowerBoard software is loaded via direct connection to the PIWIS Tester (PT3G or PT4G). PowerBoard SW 4100 was first released via Workshop Campaign WMA7, in conjunction with WMA5 and WMA6 (J1 VR12.1 updates) in Q1/2021. PowerBoard SW 4100 remains the latest available as of this publication.

Service Information

Even with software 3014, last mode is retained when sleep mode is deactivated via the WebApp, provided the charger remains plugged in.

Instructions on how to check/change Sleep Mode via the WebApp can be found in the PMCC Operating Manual provided with the charging hardware and available through the Porsche [E-Performance Help Page](#).

Porsche Dealers may reference ATI 2016.1 "Porsche Mobile Charger Connect Diagnosis and utilizing the Web Application" (Part ID 9981) for further information.

The software supplier is working on re-releasing SW2934 as SW3015 via online update and the Porsche [E-Performance website](#). Release timing is currently TBD.

An update to PowerBoard software 4400 (or higher) will be communicated once available. Subsequent release of CommBoard Software with intended bugfixes over and above SW3014/3015 will follow once available.

No parts should be replaced for this software bug.

Updated software will be released as soon as possible.

This document will be updated to reflect the latest available information.

Warranty

As always, please document the repair completely in PQIS.

For this repair, please code the "Cause" as follows:

Location: 9981B Mobile Charger Connect

Symptom: 1614 Function not as specified

Search Items

Mobile Charger Connect, PMCC, evse, charger, last mode, 50%

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