

**Complaints on the Front Display and Control Panel (Central Display and/or Front Passenger Display)
(SY 52/26)**

Model Line: **Macan (XAB)**

Model Year: **2026**

Equipment: Without front passenger display (**M-no. JH0**)
With passenger display (version 2) (**M-no. JH2**)

Concerns: **Front display and control panel (central display and/or passenger display)**

Information: **The customer complains about the following fault patterns of the front display and control panel (central display and/or front passenger display):**

Vehicles with central display and without front passenger display (**M-no. JH0**)

- After a brief Porsche welcome animation, the central display remains black.
- The background lighting is visible.
- After reverse gear is engaged, the reversing/360 camera is displayed and, after the camera is switched off (through drive mode P/D), the central display turns black again.
- The navigation map is not displayed in the instrument cluster; instead, "Map loading" is displayed.

Vehicles with central display and with front passenger display (**M-no. JH2**)

- After a brief Porsche welcome animation, the central display and front passenger display remain black
- The background lighting is visible in the central display and front passenger display.
- White dot visible on the front passenger display (bottom left).
- After reverse gear is engaged, the reversing/360 camera is displayed and, after the camera is switched off (through drive mode P/D), the central display and front passenger display turn black again.
- The navigation map is not displayed in the instrument cluster; instead, "Map loading" is displayed.

The following functions are available:

- Operation via voice control is generally functional (wake-up word "Hey Porsche").
- Audio output active



Information

Replacing the Main infotainment control unit HCP3 (J794) or the front display and control panel (central display/front passenger display) is not required for the complaints mentioned, as this is not a defect in the component.

Cause: In rare cases, the internal buffer memory of the Infotainment main control unit HCP3 (J794) is fully used for processing user/backend-related data (profile loading, data releases, Porsche logo transitions, etc.) and cannot delete itself.

Remedial
Action:

If there is a customer complaint, process the following work instructions and check the customer complaint again after each work step.

- 1 Perform a soft reset of the front display and control panel by pressing and holding the rotary push button for volume control.

If the complaint persists, continue with the next work step.

- 2 Perform bus idle for at least 10 minutes (key not near the vehicle).

If the complaint persists, continue with the next work step.

- 3 Perform a soft reset of the Infotainment main control unit HCP3 (J794) via Porsche Tester 4.
In the **"Actuators/Tests"** tab, use the guided menu to perform the function **"Restart control unit, change readiness for operation"**.

If the complaint persists, continue with the next work step.

- 4 Perform a hard reset of the Infotainment main control unit HCP3 (J794).
To do this, remove fuse **"F1A"** in fuse holder **"G"** (SG.3) of fuse box **"Fuse carrier A-pillar"** for at least 5 minutes and then reinsert it.

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
91100140	Soft reset of the front display and control panel	
91100141	Perform a soft reset of the front display and control panel and bus idle	
98030140	Perform a soft reset of the Infotainment main control unit HCP3 (J794)	
98030141	Perform a hard reset of the Infotainment main control unit HCP3 (J794)	

PCSS encryption:

Location (FES5)	98030	Infotainment main control unit
Damage type (SA4)	1611	does not function

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