

**Wire Harness Corrosion in Driver's Footwell
Causing No-Start Situation**

Binder - Advanced Technical Information

This bulletin replaces ATI bulletin Group
9, #0900, dated 4-23-09.

Models: **Cayenne/S/GTS/Turbo (2nd Generation)**

Model Year: **2003-2010**

Information: Cases of main wiring harness corrosion in Cayenne models in the driver's footwell.

Customer Complaint: Vehicle almost always comes in as a breakdown with one of several complaints:

- > **Key not recognized message in dash display**
- > **Will not crank over**
- > **Stuck in park**



Note!

It is absolutely vital that breakdown vehicles are marked in the PQIS system as such, **including all cases of tow-ins, Roadside Assistance and customer home visits**. Previously this has not been done and therefore has gone unnoticed by the quality departments within the Factory.

Remedy: Check and perform this work procedure on MY'09 Cayennes coming into the dealership for breakdowns with these symptoms. See Work Procedures, Page 2

Warranty Procedures: See Page 4

Work Procedure:

- Remove battery cover according to WM 72161901.
- Remove and reinstall B pillar trim according to WM 70671900.
- Remove and reinstall inner door sill trim according to WM 68051900.
- Pull back carpet trim on driver's footwell and locate main wiring harness (Figure 1).



Figure 1 - Main Wiring Harness

- Strip back protective covering to reveal wiring (Figure 2).

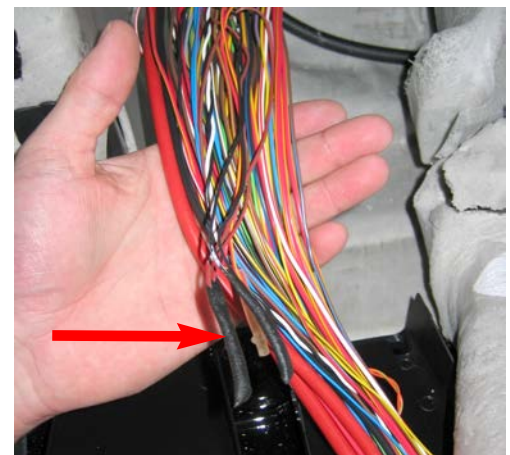


Figure 2 - Revealed Wiring Harness

- Locate the two unsealed splices in wiring harness (Figure 3). Do not modify the one splice which is already sealed in the clear protective cover, unless it is clear that these wires are corroded.

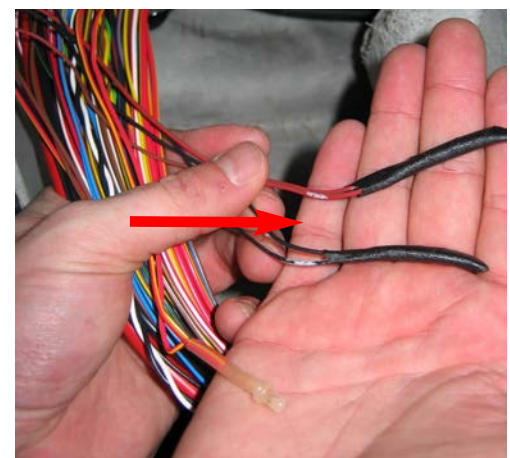


Figure 3 - Splices in Harness

Work Procedure:
(cont'd)

- Cut off the existing splices, strip down the wires and make a connection that is watertight (Figure 4). Use CARTOOL parts 960149/PNA72104300149 (contact connector 0.5mm²) and 960151/PNA72104300151 (heat-shrink tube with fusion insert).

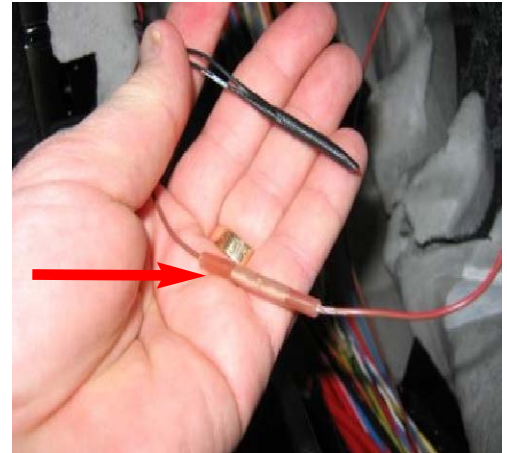


Figure 4 - Water Tight Repair

- Place repaired wiring in a more weather resistant area of the loom (Figure 5).



Figure 5 - Move Splices To Here

- Finally re-tape loom and mark with yellow tape to indicate new position of wiring splices (Figure 6).



Figure 6 - Tape Marking New Position

Warranty Procedures: **Coding within PQIS for breakdown vehicles will be customer standard**

Customer Complaint: 99000 Entire Vehicle
1619 Does not start

It is vital that you code these complaints also as a Vehicle breakdown and with a true reflection of how annoyed the customer is at the time

Tech Evaluation: Will be the same if this is the case

Cause: 97090 Main Wiring harness
1057 Crimp connector faulty

Coding in PQIS for 09MY non breakdown vehicles is dealer standard

Customer Complaint: 99000 Entire Vehicle
1619 Does not start

For this it is important that you code this as a dealer standard so that we are able to balance this issue in the quality system

Tech Evaluation: Will be the same if this is the case

Cause: 97090 Main Wiring harness
1057 Crimp connector faulty

Claim instructions for WWS:

Damage coding for Breakdown Vehicles

9709033X2L1 Main wire harness, corroded, Wing / A-pillar, front left, Damaged part repaired

Damage coding for non breakdown vehicles

9709029X2L1 Main wire harness, Wire routing; wire too short/too long, Wing / A-pillar, front left, Damaged part repaired

Labor operation for this repair is 97090599 and the time is 100TU

Check and adjust main wiring harness

(you will need to create this in your labor operations as defined by user)

Dealership	Service Manager	_____	Shop Foreman	_____	Service Technician	_____	_____	_____	_____
Distribution	Asst. Manager	_____	Warranty Admin.	_____	Service Technician	_____	_____	_____	_____
Routing									

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