

Advanced Technical Information

Cayenne (92A)
1801 1945

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Additional Coolant Pump Fault (POC4700) Causes MIL

Binder - Advanced Technical Information
This bulletin replaces ATI 1704, published on September 26, 2017.

- Attention: **Service Personnel**
- Vehicle Type: **Cayenne PHEV (92A)**
- Model Year: **2015 - 2017**
- Revision: New text was added to 'Service Information' on February 8, 2018.
- Customer Concern: The customer observes a Malfunction Indicator Lamp (MIL). (Note: Typically, this MIL is the only symptom of this issue.)
- Technical Concern: The technician confirms the MIL and notes POC4700 is present in the high-voltage battery.
- Service Information: New guided fault finding appears in PIWIS tester version 37.000 and higher. Please follow the instructions given in this resource before proceeding with the information in this ATI.

In many cases, technicians noted one or more of the following root causes:

- a) Corrosion on Ground Pin 6B (See figures 1 and 2.)
- b) Corrosion on the connector to the secondary low temperature coolant pump.
- c) A bad ground or otherwise unsound wiring.

The service recommendation is to check the ground, connector, and wiring for corrosion and circuit continuity. Repair the ground, connector, or wiring as needed. Sometimes, the ground bolt is painted and not adequately conductive. In this case, clean the ground bolt and eyelet using a wire brush and sandpaper.

If the ground, connector, and wiring are acceptable, replace the electric water pump and the electric water pump relay.

As always, be sure to document the repair completely in PQIS.

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

- Cause location: 19450 Additional coolant pump
- Cause symptom: 1611 No function

Service Information:
(cont'd)

Looking into right front wheel well through the headlamp area (Driver side similar)

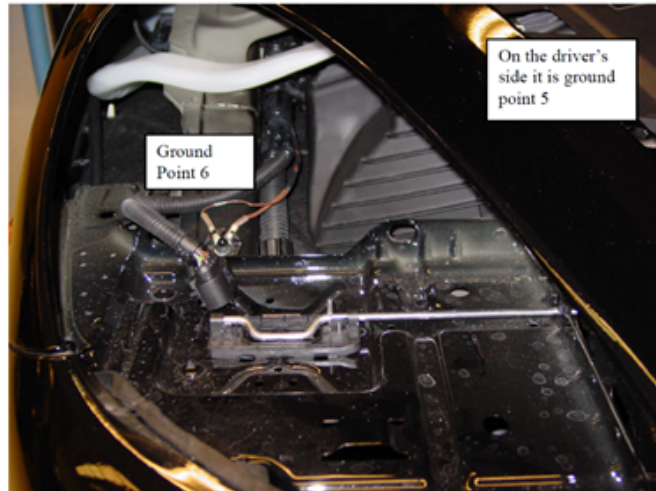


Figure 1 – Ground Pin 6B



Figure 2 – Example of corrosion on ground point

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