Symptom - Body Exterior - Passenger's Side Mirror Lowering Does Not Swivel Back to Original Position: Re-programming Door Control Units (SY 49/20)

Model line:	**Cayenne (9YA)**
Model Year:	**As of 2018 up to 2020**
Subject:	**Door control unit**
Symptom:	Following reversing, the passenger's side mirror lowering does not swivel back to the original position.
Cause:	This fault can occur due to a software error.
Remedial Action:	In the event of a customer complaint, check the hardware and software version in the driver's side door control unit. Depending on the result of the test, re-program control units or replace control units for all driver's side doors and power-window switches.

ℹ️ Information

The total time required for control unit programming is **approx. 12 minutes**.

Date of Introduction:

Adapted software is used from:

Date	Week 10/20

Adapted hardware is used from:

Date	Week 25/18

Required tools and spare parts

Tools:
- **9900 - PIWIS Tester 3** with installed PIWIS Tester software **version 39.400.010** (or higher)
- **Battery charger** with a current rating of **at least 90 A**, e.g. **VAS 5908 Battery charger 90A**

Spare Parts:

Part No.	Designation	Qty.
971959858E HUO	⇒ Driver's side power-window switch	1 ea.
971959858F HUO	⇒ Driver's side power-window switch (Hybrid)	1 ea.
PAB95979312	⇒ Driver's side front door control unit	1 ea.
PAB95979212	⇒ Passenger's side front door control unit	1 ea.
PAB95979512	⇒ Rear door control unit	2 ea.

Preparatory work

NOTICE

Fault entry in the fault memory and control unit programming aborted due to low voltage.

- **Increased current draw during diagnosis or control unit programming can cause a drop in voltage, which can result in one or more fault entries and the abnormal termination of the programming process.**

⇒ **Before commencing work, connect a suitable battery charger with a charging current of at least 90 A to the jump-start terminals in the engine compartment.**

NOTICE

Control unit programming will be aborted if the WLAN connection is unstable.

- **An unstable WiFi connection can interrupt communication between the PIWIS Tester and the vehicle communication module (VCI). As a result, control unit programming may be aborted.**

⇒ **During control unit programming, always connect the PIWIS Tester to the vehicle communication module (VCI) via the USB cable.**

NOTICE

Control unit programming will be aborted if the driver's key is not recognized

- **If the driver's key is not recognized in the vehicle, programming cannot be started or will be interrupted.**

⇒ **Place the driver's key with the back facing down into the front left storage compartment in the center console to guarantee a continuous radio link between the vehicle and the driver's key.**

Work Procedure: 1 Connect a battery charger with a current rating of at least 90 A (e.g. **battery charger 90 A**) to the external power connection for jump-lead starting in the engine compartment.
For instructions, see ⇒ *Workshop Manual '2706IN External power connection, jump-lead starting'*.

1   Position the driver's key in the rear area of the left cupholder in the center console between the holding struts (emergency start tray) in order to guarantee a permanent radio link between the vehicle and driver's key ⇒ *Emergency start tray*.

2   **9900 - PIWIS Tester 3** must be connected to the vehicle communication module (VCI) via the **USB cable**. Then connect the communication module to the vehicle and switch on the PIWIS Tester.

3   Switch on the ignition.

Emergency start tray

4   On the PIWIS Tester, call up the **'driver 's-side door** control unit and **'Extended identifications'** menu.

Check hardware and software version:

If the hardware version is index D or J and the software version is less than "0430", re-program door control units.

If the hardware version is index C, replace driver's side door control units and power-window switches, see

⇒ *Workshop Manual '645819 Removing and installing switch for power windows'*

⇒ *Workshop Manual '577319 Removing and installing front door control unit'*

⇒ *Workshop Manual '587319 Removing and installing rear door control unit'*

Re-programming door control units

NOTICE

Use of a PIWIS Tester software version that is older than the prescribed version

•   **Measure is ineffective**

⇒   **Always use the prescribed version or a higher version of the PIWIS Tester software for control unit programming.**

Work Procedure: 1   The basic procedure for programming a control unit is described in the Workshop Manual ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Programming"'*.

Specific information on control unit programming in the context of this Technical Information:

Required PIWIS Tester software version:	**39.400.010** (or higher)
Type of control unit programming:	Control unit programming using the **"Campaign" function in the Additional menu** on the PIWIS Tester by entering a programming code.
Programming code:	**F8H1M**
Programming sequence:	Read and follow the **information and instructions on the PIWIS Tester** during the guided programming sequence. The door control units are **re-programmed** and then automatically **re-coded** during the programming sequence. **Do not interrupt programming.**
Programming time (approx):	**12 minutes**
Software version programmed during this campaign:	**0430** Following control unit programming, the software version can be read out of the driver's-side front door control unit in the ⇒ 'Extended identifications' menu using the PIWIS Tester.
Procedure in the event of error messages appearing during the programming sequence:	⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Fault finding"'.*
Procedure in the event of abnormal termination of control unit programming:	Repeat control unit programming by restarting programming.

Concluding work

Work Procedure:

i   **Information**

The end positions of the power windows are deleted from the control unit when the battery is disconnected and connected.

Perform the following procedure for all power windows:

- Pull rocker switch and fully close window once.

- Pull rocker switch again.

AfterSales

The upper end position of the window is stored.

- Press rocker switch and fully open window once.

- Press rocker switch again.

The lower end position of the window is stored.

1 Carry out general subsequent work for control unit programming as described in ⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester - section on "Subsequent work"'.*

Invoicing

Invoicing: For documentation and warranty invoicing, enter the labor operations, PQIS coding and part numbers specified below in the warranty claim:

APOS	Labor operation	I No.
57730101	Checking front door control unit	
57732501	Programming front door control unit	

APOS	Labor operation	I No.
64581901	Removing and installing front left power-window switch	
64581902	Removing and installing front right power-window switch	
57731901	Removing and installing front left door control unit	
57731902	Removing and installing front right door control unit	
58731901	Removing and installing rear left door control unit	
58731902	Removing and installing rear right door control unit	

PQIS coding:

Location (FES5)	57730	Front door control unit
Damage type (SA4)	1614	Function not as specified

Parts Info:	Part No.	Designation	Qty.
	971959858E HUO	⇒ Driver's side power-window switch	1 ea.
	971959858F HUO	⇒ Driver's side power-window switch (Hybrid)	1 ea.

PAB95979312	⇒ Driver's side front door control unit	1 ea.
PAB95979212	⇒ Passenger's side front door control unit	1 ea.
PAB95979512	⇒ Rear door control unit	2 ea.

References: ⇒ *Workshop Manual '2706IN External power connection, jump-lead starting'*

⇒ *Workshop Manual '645819 Removing and installing switch for power windows'*

⇒ *Workshop Manual '577319 Removing and installing front door control unit'*

⇒ *Workshop Manual '587319 Removing and installing rear door control unit'*

⇒ *Workshop Manual '9X00IN Basic instructions and procedure for control unit programming using the PIWIS Tester'*