

**Symptom in Vehicle Interior - Clicking Noises During Outgoing Call When Seat Heating is Active: Reworking Wire Harness (SY 117/19)**

Revision: This bulletin replaces bulletin Group 9 SY 117/19, dated January 10, 2020.

Model Year: **As of 2019**

Model Line: **Cayenne (9YA)**

Country/Market: USA (C02)

Subject: **Connect control unit**

Symptom: When seat heating is active and you make a call, the person you are calling hears clicking noises.

Cause: The shared ground supply of the Connect control unit and front-end electronics control unit can cause interference.

Remedial Action: Rework wire harness and install additional ground line for Connect control unit.

**Required spare parts and tools**

Parts Required:	Part No.	Designation - Use	Qty.
	9Y0971354	⇒ Ground line	1

Required tools: • **VAS 1978/35-20 Release Tool Set**

**Preparatory work**



**Information**

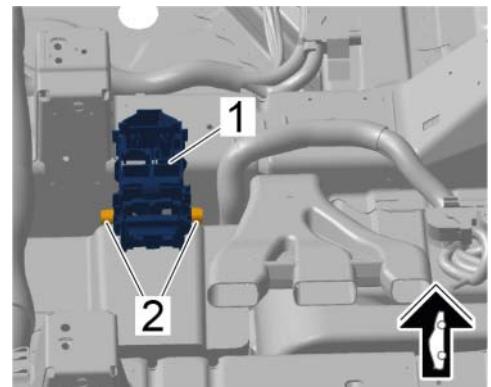
Before removing the Gateway control unit and Connect control unit, the Porsche Vehicle Tracking System (PVTs) must be set to **Vehicle Servicing mode**.

Vehicle Servicing mode can only be set by the **customer** using Car Connect.

- Work Procedure: 1 Remove left front seat, see ⇒ *Workshop Manual '720119 Removing and installing front seat'*.
- 2 Loosen battery ground strap, see ⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*.
- 3 Detach side trim panel on lower part of center console at the left from the front until the joint in the carpet is accessible, see ⇒ *Workshop Manual '68141903 Removing and installing side trim panel on lower part of centre console'*.
- 4 Remove door entry guard on driver's side, see ⇒ *Workshop Manual '680519 Removing and installing inner door sill trim'*.

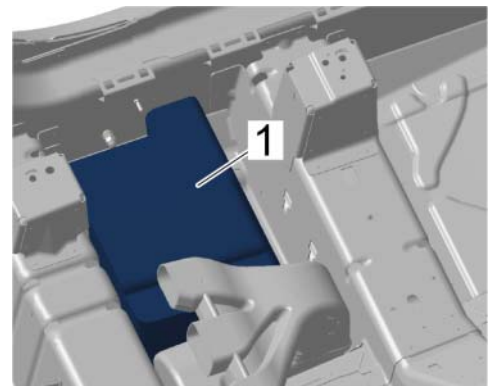
### Reworking wire harness

- Work Procedure: 1 Fold the carpet forward.
- 2 Unclip line bracket ⇒ *Line bracket -1-* at positions ⇒ *Line bracket -2-* and move it aside.



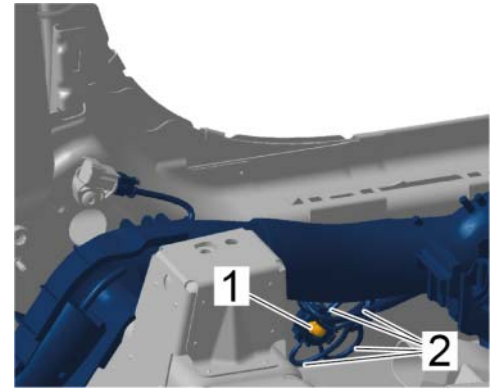
*Line bracket*

- 3 Remove left sound absorber ⇒ *Left sound absorber -1-*.



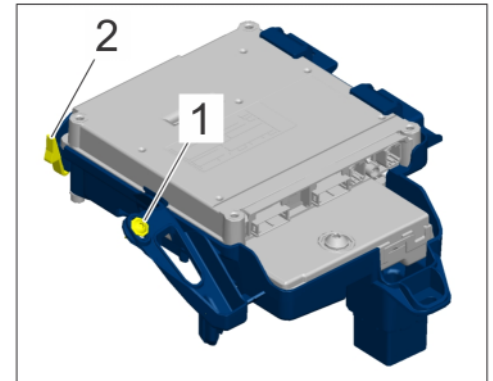
*Left sound absorber*

- 4 Secure new ground line to ground point on B-pillar.
  - 4.1 Screw off nut ⇒ *Nut for ground point on B-pillar -1-*.
  - 4.2 Insert ring eyelet of the new ground line into unused connection.
  - 4.3 Install nut and tighten to **Tightening torque 9 Nm (6.5 ftlb.)** .



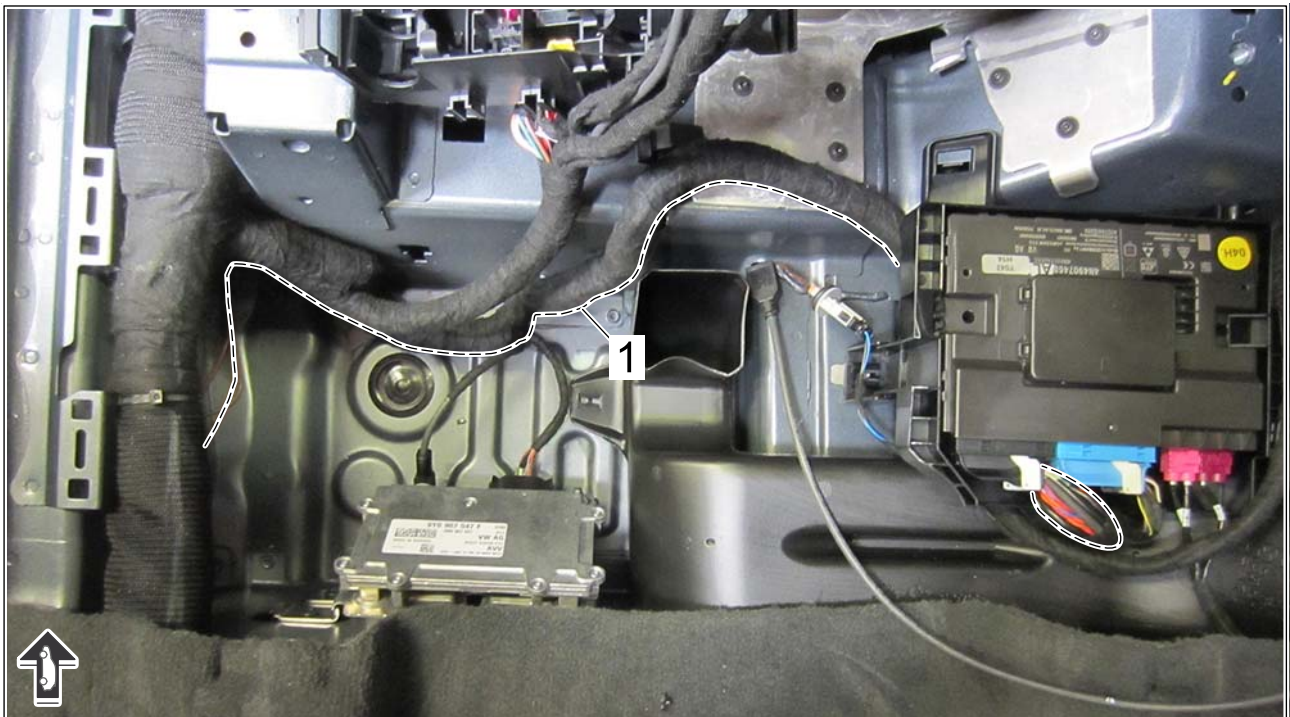
*Nut for ground point on B-pillar*

- 5 Loosen holder for Gateway control unit and Connect control unit.
  - 5.1 Unscrew screw on holder for Gateway control unit and Connect control unit ⇒ *Holder for Gateway control unit and Connect control unit -1-*.
  - 5.2 Unclip holder for Gateway control unit and Connect control unit at position ⇒ *Holder for Gateway control unit and Connect control unit -2-*.
  - 5.3 Move holder for Gateway control unit and Connect control unit aside.



*Holder for Gateway control unit and Connect control unit*

- 6 Route new ground line ⇒ *Ground line -1-* along the wire harness towards the Gateway control unit and Connect control unit and secure it with tie-wraps.



Ground line

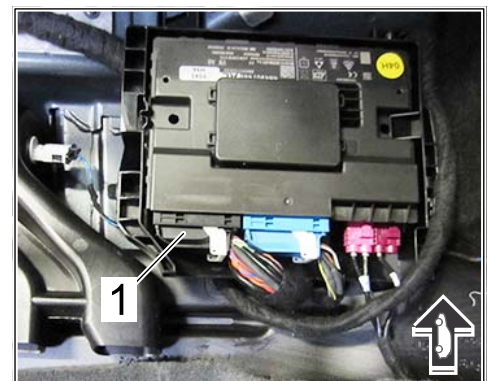
**Information**

Always comply with the regulations for handling ESD-sensitive components!

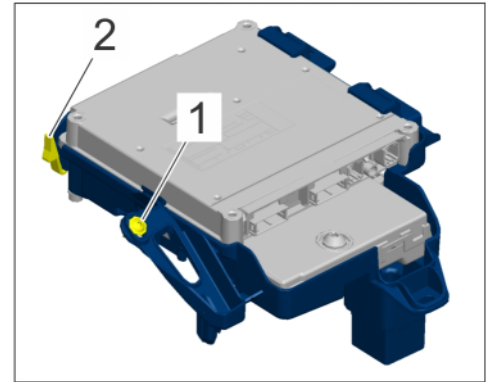
- Always wear approved work clothes and shoes when carrying out assembly work.
- Do not touch electric pins and plug contacts.

## 7 Connect new ground line to the Connect control unit.

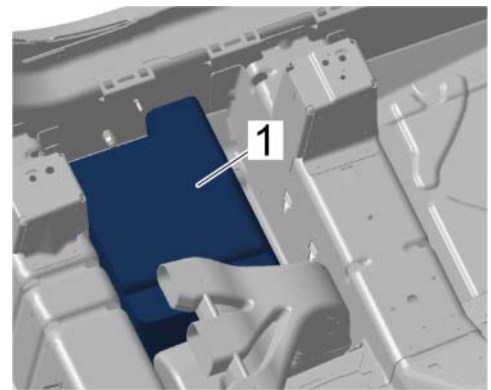
- 7.1 Release and disconnect electric plug connection ⇒ *Electric plug connection for Connect control unit -1-* for Connect control unit.
- 7.2 Disconnect old ground line (PIN 1) from electric plug connection using **release tool set**.
- 7.3 Connect new ground line.
- 7.4 Insulate old ground line with shrink-fit hose and tie it back with a tie-wrap.
- 7.5 Connect electric plug connection to the Connect control unit and lock it.

*Electric plug connection for  
Connect control unit*

- 8 Secure holder for Gateway control unit and Connect control unit.
  - 8.1 Position holder for Gateway control unit and Connect control unit.
  - 8.2 Clip in holder for Gateway control unit and Connect control unit at position ⇒ *Holder for Gateway control unit and Connect control unit -2-*.
  - 8.3 Install screw on holder for Gateway control unit and Connect control unit ⇒ *Holder for Gateway control unit and Connect control unit -1-* and tighten to **Tightening torque 3.5 Nm (2.5 ftlb.)** .
- 9 Insert left sound absorber ⇒ *Left sound absorber -1-*.

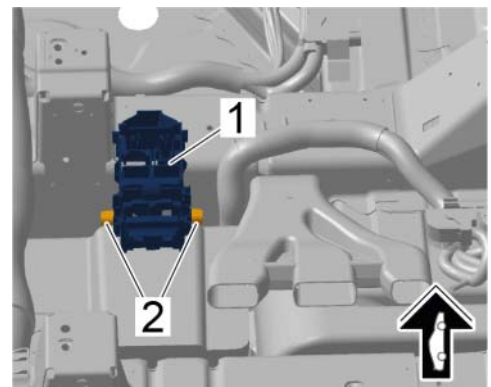


*Holder for Gateway control unit and Connect control unit*



*Left sound absorber*

- 10 Clip in line bracket ⇒ *Line bracket -1-* at positions ⇒ *Line bracket -2-*.
- 11 Fold the carpet to the rear.



*Line bracket*

**Concluding work****Information**

After installing the Gateway control unit and Connect control unit, the Porsche Vehicle Tracking System (PVTs) must be set to **Activate** again.

Activate mode can only be set by the **customer** using Car Connect.

- Work Procedure: 1 Install door entry guard on driver's side, see ⇒ *Workshop Manual '680519 Removing and installing inner door sill trim'*.
- 2 Secure side trim panel on lower part of centre console at the left, see ⇒ *Workshop Manual '68141903 Removing and installing side trim panel on lower part of centre console'*.
- 3 Secure battery ground strap, see ⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*.
- 4 Install left front seat, see ⇒ *Workshop Manual '720119 Removing and installing front seat'*.

**Invoicing**

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

APOS	Labour operation	I No.
97094901	Reworking wire harness (154 TU)	

PQIS coding:

Location (FES5)	90350	Connect control unit
Damage type (SA4)	4028	reacts to interference

Parts Info.:	Part No.	Designation	Qty.
	9Y0971354	- Use ⇒ Ground line	1

- References: ⇒ *Workshop Manual '2X00IN Work instructions after disconnecting the battery'*  
 ⇒ *Workshop Manual '720119 Removing and installing front seat '*  
 ⇒ *Workshop Manual '68141903 Removing and installing side trim panel on lower part of centre console'*  
 ⇒ *Workshop Manual '680519 Removing and installing inner door entry guard '*

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