

**Surround Camera Intermittent Operation**

**Vehicles Affected**

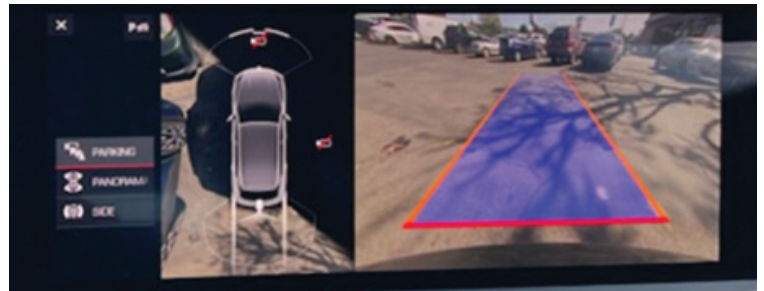
Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	As of 2019 up to 2023	9YA, 9YB	N/A	KA6

**Revision History**

Revision	Release Date	Changes
0	October 13, 2023	Original document

**Condition**

Customer complains of intermittent operation for one or multiple surround view cameras while appearing blank with a crossed-out camera icon for each failed camera.



## Technical Background

Any component failure of the surround view system can lead to a single or a combination of surround camera images being blank within the PCM display.

Fault codes that may be present include:

- **B200FFA – Surround View camera – internal fault**
- **B127C04 – Front camera faulty**
- **B127D04 – Reversing camera faulty**
- **B127E04 – Side camera (left) faulty**
- **B127F04 – Side camera (right) faulty**
- **C12AE02 – Front peripheral camera, video wiring, Signal error**
- **C12AF02 – Rear peripheral camera, video wiring, Signal error**
- **C12B002 – Left peripheral camera, video wiring, Signal error**
- **C12B102 – Right peripheral camera, video wiring, Signal error**

## Service Information

1. Create a Pre-VAL.
2. Verify the concern is isolated to the surround view system and no outside influences are found at each camera and connection. (Reference all supporting diagnostic work with objective evidence of the issue, e.g., pictures or videos.)
3. Replace the components listed below:
  - a. All four surround cameras
  - b. All antenna cable lines including:
    - Lines to each camera located at:
      - front bumper (**Figure 1 - #6**)
      - tailgate (**Figure 1 - #7**)
      - both side view mirrors (**Figure 1 - #5**)
    - Lines to the zFAS control unit:
      - zFAS to driver side A-pillar (**Figure 1 - #1**)
      - zFAS to passenger side A-pillar (**Figure 1 - #2**)
      - zFAS to front bumper connection (**Figure 1 - #3**)
      - zFAS to tailgate connection (**Figure 1 - #4 & #9**)
  - c. Both front door harnesses (**Figure 2 - #4 & #5**)
  - d. Both side-view mirror harnesses (**Figure 3 - #10**)
  - e. zFAS control unit
4. Verify operation of the surround view system after the repair has been completed.
5. Create a Post-VAL.

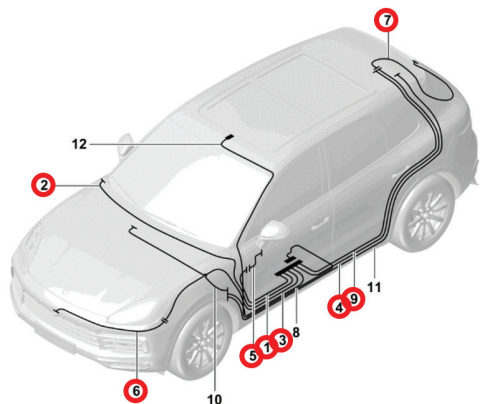


Figure 1 - Antenna cable lines



Figure 2 -  
Door harnesses

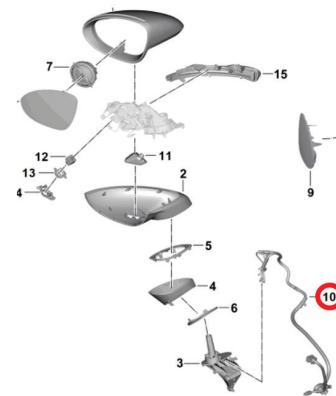


Figure 3 -  
Side-view mirror harness

**Warranty**

As always, please document the repair completely in PCSS.

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

Cause location: 91020 Assistance systems central control unit  
Cause symptom: 1613 No function occasionally

Use the following labor operations:

- 91690110 Front camera check
- 91691900 Front camera remove and reinstall
- 91670111 Side camera check (left)
- 91670112 Side camera check (right)
- 91670210 Side camera check (left and right)
- 91671901 Side camera remove and reinstall (left)
- 91671902 Side camera remove and reinstall (right)
- 91430115 Reversing camera control unit check
- 91431930 Reversing camera control unit remove and reinstall
- 91725500 Surround View camera control unit replace
- 91722550 Surround View camera control unit program
- 91025500 Assistance systems central control unit replace
- 91022550 Assistance systems central control unit program
- 97321903 Door wire harness remove and reinstall (left)
- 97321904 Door wire harness remove and reinstall (right)
- 97091999 Loosening and securing main wire harness

### Search Items

E3, Cayenne, RTV, surround camera, camera, reverse

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