

**Surround Camera Intermittent Operation**

**Vehicles Affected**

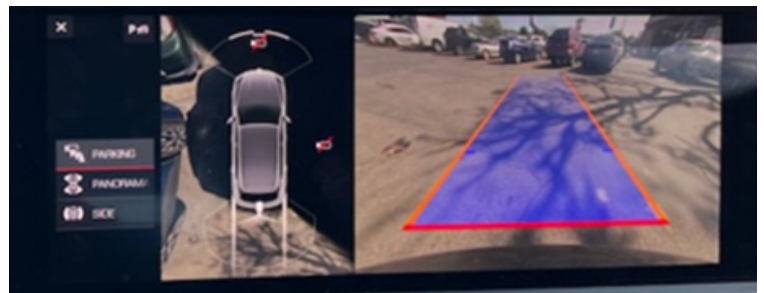
Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	As of 2019 up to 2023	9YA, 9YB	N/A	KA6

**Revision History**

Revision	Release Date	Changes
0	October 13, 2023	Original document
1	December 6, 2023	Update of Service Information & Warranty

**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 - #1 & #2**)
  - 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.

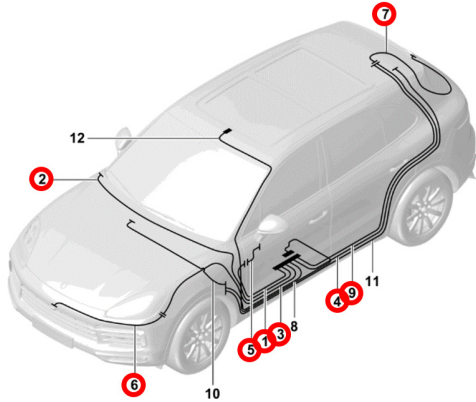


Figure 1 - Antenna cable lines



Figure 2 -  
Door harnesses

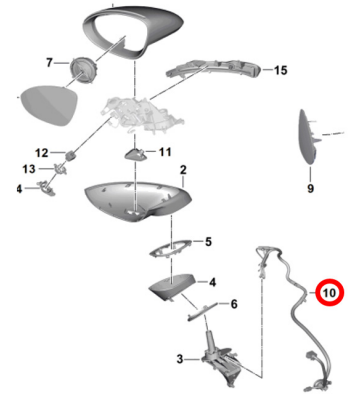


Figure 3 -  
Side-view mirror harness

**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:

- 91691900 Front camera remove and reinstall
- 91671901 Side camera remove and reinstall (left)
- 91671902 Side camera remove and reinstall (right)
- 91431900 Reversing camera control unit remove and reinstall (9YA)
- 91431930 Reversing camera control unit remove and reinstall (9YB)
- 91725500 Surround View camera control unit replace
- 91025500 Assistance systems central control unit replace
- 97321901 Front door wire harness remove and reinstall (left)
- 97321902 Front door wire harness remove and reinstall (right)
- 70031901 Rear luggage compartment side trim panel remove and reinstall (left)
- 70031902 Rear luggage compartment side trim panel remove and reinstall (right)
- 68371901 Rear grab handle remove and reinstall (left)
- 68371902 Rear grab handle remove and reinstall (right)
- 70691901 D-pillar trim panel remove and reinstall (left)
- 70691902 D-pillar trim panel remove and reinstall (right)
- 70871901 Trim panel for rear lid remove and reinstall (left)

70871902	Trim panel for rear lid remove and reinstall (right)
70411902	Front floor covering remove and reinstall (right)
70461900	Floor covering center remove and reinstall
70841999*	Loosen and fasten rear section of headliner
97091999**	Create and overlay new coax cables from zFAS control unit to individual cameras

\* **50 TU may be claimed for 70841999.**

\*\* **Only actual time elapsed up to a maximum of 400 TU, verified by a separate identifiable time punch, may be claimed for 97091999.**

### Search Items

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

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