

Surround Camera Intermittent Operation

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	As of 2019 up to 2024	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
2	July 23, 2024	Update of labor ops for 9YB
3	August 28, 2024	Update of Vehicles Affected & Part ID
4	April 29, 2025	Update of Service Information
5	July 16, 2025	Update of Vehicles Affected
6	October 10, 2025	Update to Vehicles Affected Model Year Update to Service Information

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

NOTE: The following information pertains to Model Year 2019 through 2024 Cayenne.

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**)
4. Verify operation of the surround view system after the repair has been completed.
5. Per **WM 910255A1 - Subsequent work**, perform adjustment/calibration of any other assist systems listed in the "Maintenance/repairs" tab under the Assistance systems control unit.
6. Create a Post-VAL.

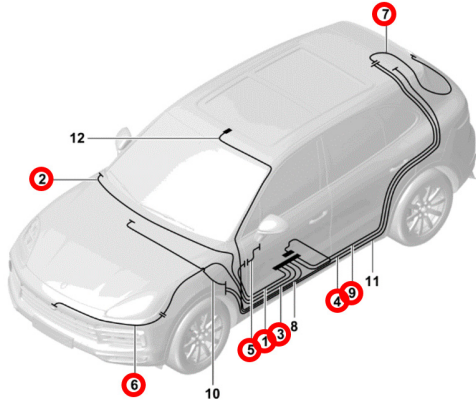


Figure 1 - Antenna cable lines



Figure 2 - Door harnesses

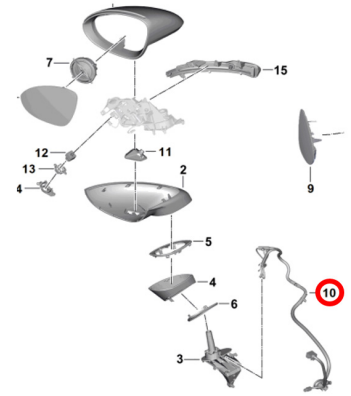


Figure 3 - Side-view mirror harness

Warranty

For documentation and warranty invoicing, enter the working position and PCSS encryption specified below in the warranty claim:

APOS	Labor operation	I No.
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
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)	9YA
70691902	D-pillar trim panel remove and reinstall (right)	9YA
70691931	D-pillar trim panel remove and reinstall (left)	9YB

APOS	Labor operation	I No.
70691932	D-pillar trim panel remove and reinstall (right)	9YB
70871901	Trim panel for rear lid remove and reinstall (left)	9YA
70871902	Trim panel for rear lid remove and reinstall (right)	9YA
70871931	Trim panel for rear lid remove and reinstall (left)	9YB
70871932	Trim panel for rear lid remove and reinstall (right)	9YB
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.**

PCSS encryption:

Location (FES5)	91720	Surround view camera control unit
Damage type (SA4)	1613	No function occasionally

Search Items

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

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