

Complaint Regarding the Camera View (Real Top View) in the PCM Central Display (03/26)

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

Model Year: **As of 2019**

Equipment: **ParkAssist incl. Surround View (M-no. KA6)**

Concerns: **Signal lines and plug contacts for the Real Top View cameras**

Information: **The customer complains that the Real Top View in the central display fails sporadically, partially or completely.**

In rare cases, this fault can be caused by an **outdated** software release of the control unit for assistance systems (ZFAS).

In the event of unfavorable specific component tolerances, a faulty plug contact on the signal lines of the cameras can, in individual cases, cause the fault type even after a software update.

Action: If there is a customer complaint, check the software release of the assistance systems control unit (ZFAS) and, depending on the test result, either

- Re-program the assistance systems control unit (ZFAS) using the Porsche Tester.

or, if the current software is installed on the assistance systems control unit,

- rework the signal lines and plug contacts of the mirror cameras.

Required tools

- Tools:
- **P90999 - Porsche Tester 4**
 - Battery charger with a current rating of **at least 90 A** and a **current and voltage-controlled charge map** for lithium starter batteries, e.g., **VAS 5908 battery charger 90 A**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charging the vehicle electrical system battery'*

Additional tools required for replacing signal lines and connector contacts:

- Torque wrench, 2-10 Nm (1.5-7.5 ftlb.), e.g., **V.A.G 1783 - torque wrench, 2-10 Nm (1.5-7.5 ftlb.)**
- **VAS 6720 - Antenna line repair set** (Available through TKR)
- Plastic wedge, commercially available
- Cable pull-in aid, commercially available **or** welding wire with bent ends
- PNATI0326 — Measuring adapter



Measuring Adapter (PNATI0326)

Required parts as necessary**Information**

PNATI0326 has been released as a minimum required tool by Porsche Special Tools & Equipment. Please see **SPTL2605** for auto-shipment information.

Additional units can be ordered through the Special Tools & Equipment Webstore (part no. **PNATI0326**) or through TKR USA (part no. **WEB-KIT-000021**)

Part
Information:

Part No.	Designation	Number
9J1998045A	⇒ 6m antenna line	1 piece(s)
...*	⇒ Plug contact, female (5 pieces)	1 piece(s)
...*	⇒ Plug contact, male (5 pieces)	1 piece(s)
...	⇒ Spacer / cable holder – Commercially available	4 piece(s)

**Information**

*The plug contacts required for this Technical Information (TI) are currently not yet available via Porsche AG (PAG) (status April 2026). Until availability, the required contacts must be removed from the repair kit **VAS 6720 – repair kit for antenna lines**.

Materials: **Required materials** (usually already available in the Porsche Center)

Part No.	Designation	Quantity
...	⇒ Fabric tape, approx. 19 mm wide – e.g. TESA 51026	As required
...	⇒ Cable tie – Commercially available	As required

Check release of the control unit for assistance systems (ZFAS) software

- Work Procedure:
- 1 Connect and switch on the battery charger.
⇒ *Workshop Manual '270689A4 Charge battery and vehicle electrical system'*
 - 2 Place original remote control in emergency start tray.
 - 3 Connect **P90999 - Porsche Tester 4**, switch on the ignition and start the diagnostic application.
 - 4 Check release of assistance systems control unit software.
 - 4.1 In the '**Overview**', select the '**Assistance Systems**' control unit and confirm with **F12** ("Next").
 - 4.2 Select the '**Extended identifications**' tab and check the software release.

Assessment	Action
The software release is " 0385 " (Cayenne model year 2019 – 2023) or " 0511 " (Cayenne model year 2024 – 2026).	The software release is up-to-date. Install new signal lines and rework plug contacts at the door connection points if necessary. Continue with: ⇒ <i>Technical Information '270689A4 Install new signal lines and rework the plug contacts at the door connection points if necessary'</i>
The software release is not " 0385 " (Cayenne model year 2019 – 2023) or " 0511 " (Cayenne model year 2024 – 2026).	The software release does not match the current version. Re-program control unit for assistance systems (ZFAS) Check whether campaigns for reprogramming assistance systems are available for the respective affected vehicle and carry them out if necessary. If the affected vehicle is not impacted by a campaign, continue with: ⇒ <i>Technical Information '270689A4 Failure of one or more cameras (Real Top View) in the PCM central display (34/25)'</i> End of action.

**Information**

If the affected vehicle (Cayenne model year **2019 – 2023**) has not yet installed software release **0385** and this is not provided either via Technical Information (TI) **34/25** or via a campaign, the hardware release of the assistance systems control unit must be checked.

- Hardware release 08, continue with: ⇒ **Technical Information '270689A4 Install new signal lines and rework the plug contacts at the door connection points if necessary'**

- Hardware release higher than 08, ⇒ **Carry out software update via an existing campaign or TI 34/25**

Install new signal lines and rework the plug contacts at the door connection points if necessary**Information**

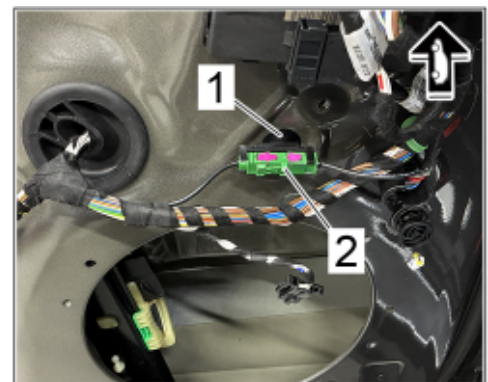
Reworking is only required if the assistance systems control unit has already been programmed in the past with the software **0385** (Cayenne model year 2019 – 2023) / **0511** (Cayenne model year 2024 – 2026) and the complaint has occurred again. Otherwise, it is only necessary to program the control unit for assistance systems.

Cayenne vehicles from model year 2019 and hardware release 08 of the assistance systems control unit are exempt from this regulation.

**Information**

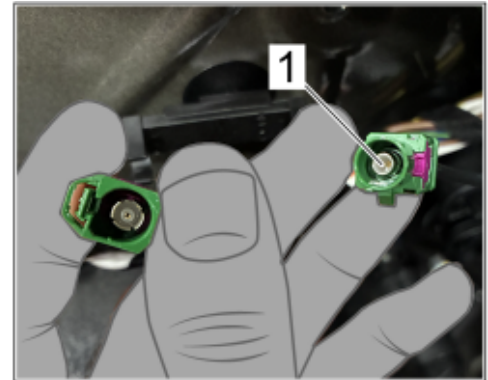
The rework of the signal lines is described on the front left door as an example. The rework on the front right door is almost identical.

- Work Procedure:
- 1 Loosen the earth strap for the vehicle electrical system battery.
⇒ *Workshop Manual '978509A2 Loosen and secure earth strap for battery'*
 - 2 Remove the front left loudspeaker (door).
⇒ *Workshop Manual '914119A7 Removing and installing front loudspeaker (door)'*
 - 3 Loosen, release and disconnect signal line holder ⇒
Front door signal line connection point -1- and electric plug connection ⇒ *Front door signal line connection point -2-*.



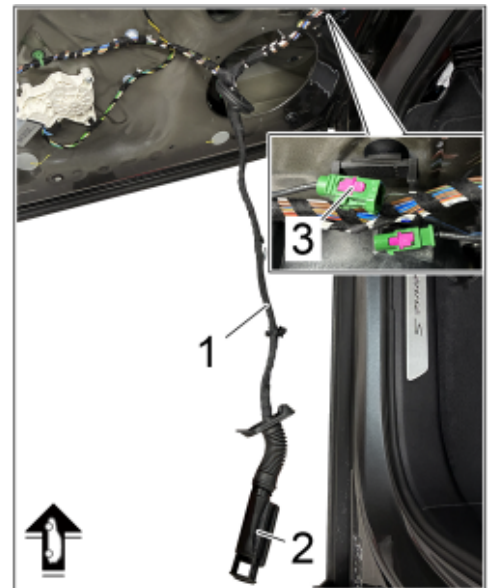
Front door signal line connection point

- 4 **Replace the plug contact on the mirror wire harness.**
 Replace plug contact ⇒ *Plug contact on mirror side -1-* of the signal line (coming from the rear-view mirror camera).
 For work procedure, see: ⇒ *Workshop Manual '912841C8 Repairing antenna cable'*



Plug contact on mirror side

- 5 Expose the electric wire harness ⇒ *Electric wire harness of the door connection point to the rear-view mirror camera connection point -1-* from the door connection point ⇒ *Electric wire harness of the door connection point to the rear-view mirror camera connection point -2-* to the connection point of the rear-view mirror camera signal line ⇒ *Electric wire harness of the door connection point to the rear-view mirror camera connection point -3-*.
 For work procedure, see: ⇒ *Workshop Manual '973219B2 Removing and installing front door wire harness (bodyshell)'*



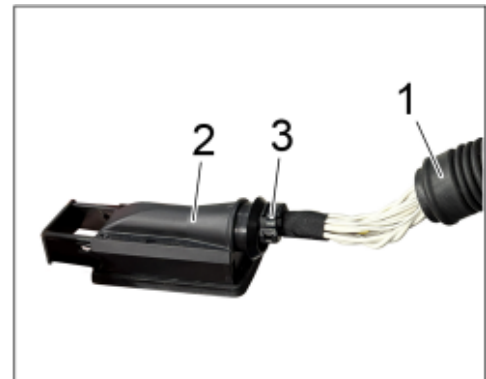
Electric wire harness of the door connection point to the rear-view mirror camera connection point

- 6 Remove fabric tape from the grommets ⇒ *Electric door wire harness, front -1-*.



Electric door wire harness, front

- 7 Disconnect grommet ⇒ *Electric plug connection at the door connection point (door side) -1-* from electric plug connection at the door connection point ⇒ *Electric plug connection at the door connection point (door side) -2-* and ⇒ *Electric plug connection at the door connection point (door side) -3-* loosen the cable tie.



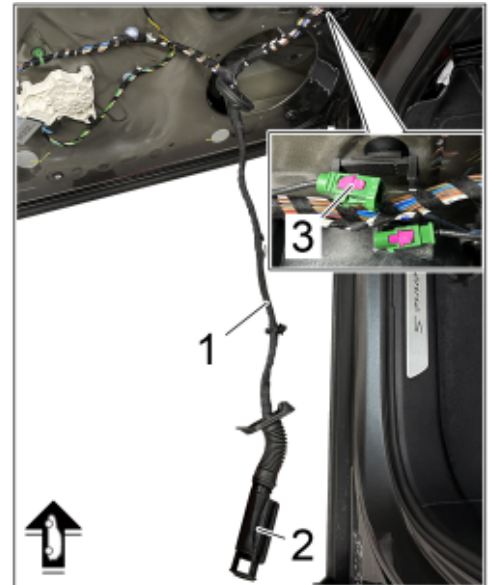
Electric plug connection at the door connection point (door side)

- 8 Cut the **new** signal line to approx. **1.5 m / 4.92 ft** and route it along the electric wire harness ⇒ *Electric wire harness of the door connection point to the rear-view mirror camera connection point -1-* from the connection point of the rear-view mirror camera ⇒ *Electric wire harness of the door connection point to the rear-view mirror camera connection point -3-* to the plug at the door connection point ⇒ *Electric wire harness of the door connection point to the rear-view mirror camera connection point -2-*.



Information

Make sure that the plug contact fitted on the signal line is at the rear-view mirror camera connection point.
The existing plug contact must not be fitted on the door connection point plug.



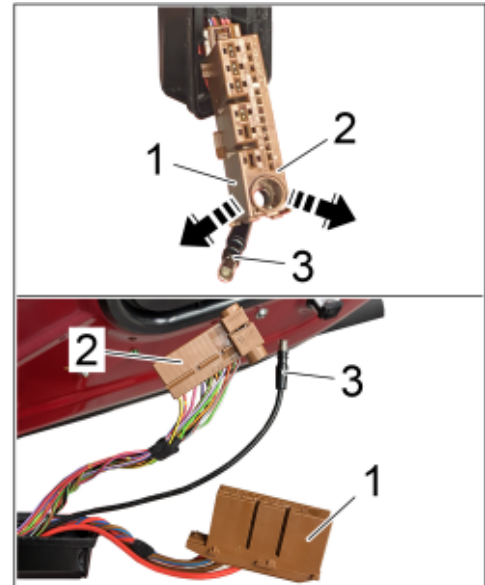
Electric wire harness of the door connection point to the rear-view mirror camera connection point

- 9 Release connector housing for door connection point ⇒ *Connector housing for door connection point -1-* in ⇒ *Connector housing for door connection point -Arrow direction-* and pull it out of the mounting housing ⇒ *Connector housing for door connection point -2-*.



Connector housing for door connection point

- 10 Disassemble connector housing and pull it out of the ⇒ *Signal line in connector for door connection point -3-* plug contact of the signal line.
- 10.1 Open outer section ⇒ *Signal line in connector for door connection point -1-* of connector housing slightly in ⇒ *Signal line in connector for door connection point -Arrow direction-*.
- 10.2 Push out inner section ⇒ *Signal line in connector for door connection point -2-* of connector housing.
- 10.3 Pull out plug contact ⇒ *Signal line in connector for door connection point -3-* of the signal line.
- 11 Cut off **new** signal line (on door connection point connector housing side) to sufficient length and crimp **new** plug contact.
For work procedure, see: ⇒ *Workshop Manual '912841C8 Repairing antenna cable'*



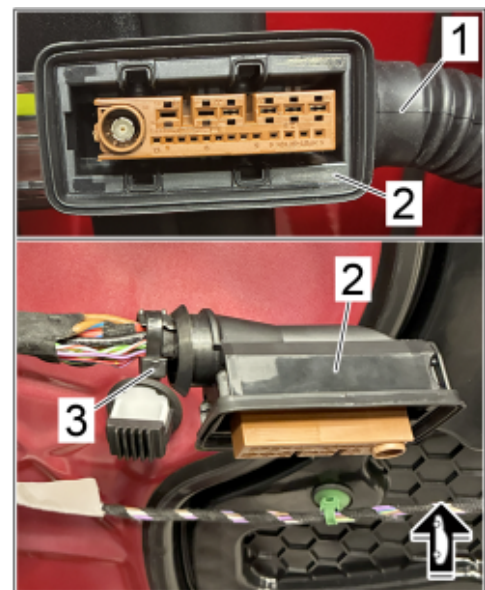
Signal line in connector for door connection point



Information

When crimping and routing the new signal line, ensure that the line is installed without tension and without mechanical preloads.

- 12 Fasten connector housing for door connection point in the mounting housing using a **new** plug contact ⇒ *Electric plug connection at the door connection point (door side) -2-*. Fit **new** cable tie ⇒ *Electric plug connection at the door connection point (door side) -3-*.
- 13 Disconnect the previous signal line at a suitable point and connect it to the electric wire harness.



Electric plug connection at the door connection point (door side)



Information

If fabric tape has been opened or removed from the electric wire harness in the area below the grommet, re-attach it.
 ⇒ *Fabric tape*

- 14 Open cable holder ⇒ *Electric door wire harness, front -1-* and wrap the signal line tightly around the wire harness ⇒ *Electric door wire harness, front -2-* using fabric tape. Then wrap the grommets tightly with ⇒ *Electric door wire harness, front -3-* fabric tape again to the wire harness and ⇒ *Electric door wire harness, front -1-* fit the cable holders. Ensure that no moisture can penetrate into the wire harness.



Fabric tape



Electric door wire harness, front

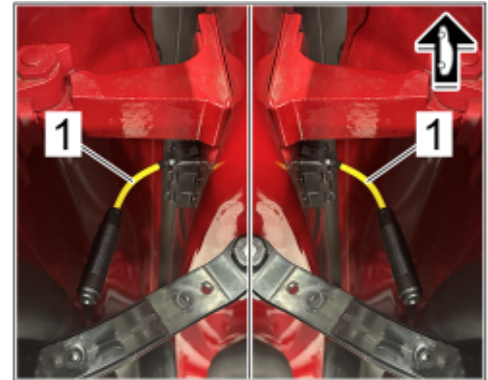
- 15 Install electric wire harness on front door (bodyshell).
 For work procedure, see: ⇒ *Workshop Manual '973219B2 Removing and installing front door wire harness (bodyshell)'*
- 16 Perform the action described (action steps ⇒ 2 to ⇒ 15) also on the front right door.
 Then continue with: ⇒ *Technical Information '973219B2 Check plug contact at the door connection point on the vehicle side'*

Checking plug contact at the door connection point on the vehicle side

Work procedure: 1 Secure the **measuring adapter** to the signal lines
 ⇒ Resistance measurement on vehicle-side door connection points -1- of the vehicle-side door connection points on the left and right and perform a resistance measurement using the **P90999 - Porsche Tester 4**.

**Information**

The measured resistance values must always be documented and attached to the process in PCSS.



Resistance measurement on vehicle-side door connection points

Assessment	Action
Resistance is 345 Ω or less.	<p>The resistance of the signal lines is OK.</p> <p>Plug in and lock electric plug connection on door connection point.</p> <p>Install Bose front (door) loudspeakers and door trim panels. ⇒ <i>Workshop Manual '914119A7 Removing and installing front loudspeaker (door)'</i></p> <p>Then connect earth strap for battery. ⇒ <i>Workshop Manual '978509A2 Loosen and secure earth strap for battery'</i></p> <p>End of action.</p>
The resistance value is greater than 345 Ω .	<p>The resistance of the signal lines is not OK.</p> <p>Replace the plug contact of a signal line at the vehicle-side door connection points.</p> <p>Continue with Step ⇒ 2.</p>

- 2 Remove the A-pillar trim panel (lower part) at the right.
 ⇒ *Workshop Manual '705719A5 Removing and installing the A-pillar trim panel (lower part)'*

3 Loosen electric plug connection ⇒ *Electric plug connection at door connection point (vehicle-side) -1-* for the vehicle-side door connection point.

3.1 Release locking lug ⇒ *Electric plug connection at door connection point (vehicle-side) -2-* in ⇒ *Electric plug connection at door connection point (vehicle-side) -Arrow direction A-* and insert electric plug connection for door connection point ⇒ *Electric plug connection at door connection point (vehicle-side) -1-* in ⇒ *Electric plug connection at door connection point (vehicle-side) -Arrow direction B-*.

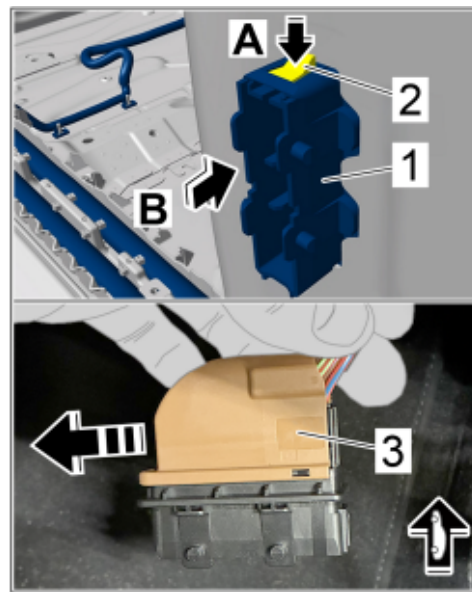
3.2 Guide electric plug connection for the door connection point ⇒ *Electric plug connection at door connection point (vehicle-side) -1-* out of the inner A-pillar.

3.3 Loosen connector housing ⇒ *Electric plug connection at door connection point (vehicle-side) -3-* and remove it in ⇒ *Electric plug connection at door connection point (vehicle-side) -Arrow direction-*.

4 Release plug contact of the signal line ⇒ *Signal line for door connection point -1-*, pull ⇒ *Signal line for door connection point -2-* it out of the connector housing and replace it with a **new** plug contact.

For work procedure, see: ⇒ *Workshop Manual '912841C8 Repairing antenna cable'*

5 Install electric plug connection for vehicle-side door connection point.



Electric plug connection at door connection point (vehicle-side)



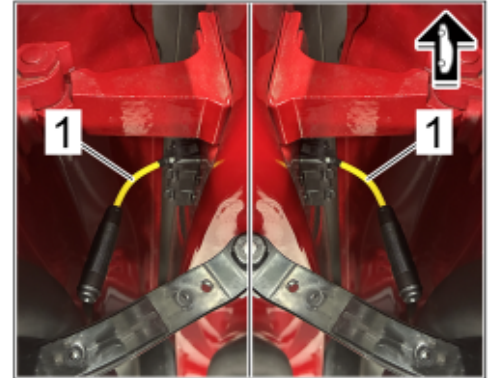
Signal line for door connection point

- 6 Secure the **measuring adapter** to the signal lines
 ⇒ Resistance measurement on vehicle-side door connection points -1- of the vehicle-side door connection points on the left and right and perform another resistance measurement using the **P90999 - Porsche Tester 4**.



Information

The measured resistance values must always be documented and attached to the process in PCSS.



Resistance measurement on vehicle-side door connection points

Assessment	Action
Resistance is 345 Ω or less.	<p>The resistance of the signal lines is OK.</p> <p>Plug in and lock electric plug connection on door connection point.</p> <p>Install Bose front (door) loudspeakers and door trim panels. ⇒ <i>Workshop Manual '914119A7 Removing and installing front loudspeaker (door)'</i></p> <p>Then connect earth strap for battery. ⇒ <i>Workshop Manual '978509A2 Loosen and secure earth strap for battery'</i></p> <p>End of action.</p>
The resistance value is still greater than 345 Ω .	<p>The resistance of the signal lines is not OK.</p> <p>Replace the plug contact of the signal line at the vehicle-side front left door connection point.</p> <p>Loosen fuse box in left footwell. ⇒ <i>Workshop Manual '978409A4 Loosening and securing fuse box in footwell'</i></p> <p>Then repeat steps ⇒ 2 to ⇒ 5 on the left-hand side and perform another resistance measurement.</p> <p>Install Bose front (door) loudspeakers and door trim panels. ⇒ <i>Workshop Manual '914119A7 Removing and installing front loudspeaker (door)'</i></p> <p>Then connect earth strap for battery.</p>

⇒ Workshop Manual '978509A2 Loosen and secure earth strap for battery'

End of action.



Information

If the resistance reading is still too high after replacing **both plug contacts** in the passenger compartment, create a **Warranty PRMS ticket** with priority "B" and the title (brief description) "**TI 03/26 - Support**", attach the measurement results of the individual measurements and a brief description of the work performed. When submitting the ticket, ask to forward the ticket directly to the PRMS group "PAG_campaign_TI_SY_support". PAG then checks the issue and provides a repair recommendation.

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
91020140	Check release of assistance systems control unit software	
91284940	Install new door signal lines	
91284941	Install new door signal lines and rework the plug contact at a door connection point	
91284942	Install new door signal lines and rework the plug contacts at both door connection points	

PCSS encryption:

Location (FES5)	97321	Front door wire harness
Damage type (SA4)	1057	Crimp faulty

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