

9YA PCM Display Intermittently Turns Red and Will Not Respond

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2021	9YA	N/A	N/A

Revision History

Revision	Release Date	Changes
0	October 29, 2021	Original document

Condition

The customer reports the PCM displays a completely red screen. The screen is also unresponsive.



Figure 1

Technical Background

The reason for this failure is not always clear. In most cases by far, this issue is isolated and rare. Additionally, this red screen is temporary, healing itself after a short time. The PCM does not lose service in a persistent way.

A replacement central computer does not fix the issue when it is temporary or rare.

Service Information

If the technician cannot replicate the issue at the workshop, no repair is necessary. Where no repair is necessary, kindly explain to the customer that this issue is not critical or indicative of a larger PCM problem..

Search Items

Red screen, PCM5

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