
Additional Coolant Pump Fault (POC4700) Causes MIL

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2015 - 2017	92A	n/a	PHEV

Revision History

Revision	Release Date	Changes
0 (ATI Grp 1 1704)	September 26, 2017	Original document
1 (ATI Grp 1 1801)	February 8, 2018	Update of Service Information
2	March 1, 2023	Update of PartID

Condition

The customer observes a Malfunction Indicator Lamp (MIL). (Note: Typically, this MIL is the only symptom of this issue.)

Technical Background

The technician confirms the MIL and notes POC4700 is present in the high-voltage battery.

Service Information

New guided fault finding appears in PIWIS tester version 37.000 and higher. Please follow the instructions given in this resource before proceeding with the information in this ATI.

In many cases, technicians noted one or more of the following root causes:

- a) Corrosion on Ground Pin 6B (See figures 1 and 2.)
- b) Corrosion on the connector to the secondary low temperature coolant pump.
- c) A bad ground or otherwise unsound wiring.

The service recommendation is to check the ground, connector, and wiring for corrosion and circuit continuity. Repair the ground, connector, or wiring as needed. Sometimes, the ground bolt is painted and not adequately conductive. In this case, clean the ground bolt and eyelet using a wire brush and sandpaper. If the ground, connector, and wiring are acceptable, replace the electric water pump and the electric water pump relay.

Looking into right front wheel well through the headlamp area (Driver side similar)

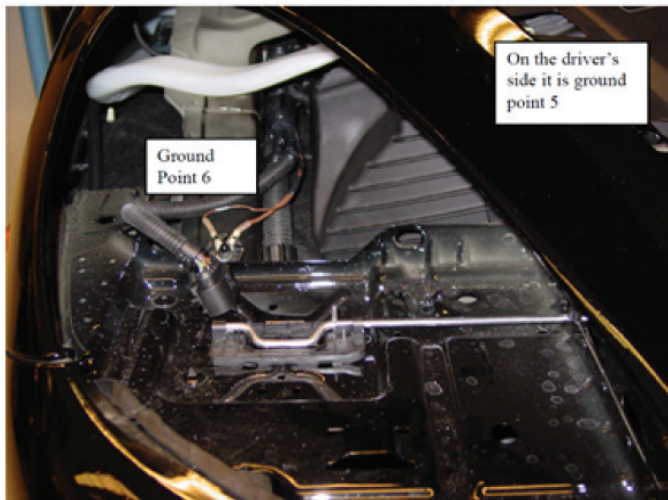


Figure 1 - Ground PIN 6B



Figure 2 - Example of corrosion on ground point

Warranty

As always, be sure to document the repair completely in PQIS.

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

Cause location: 82720 Circulating pump

Cause symptom: 1611 No function

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