

Surround View Camera Intermittent Operation

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	As of 2020 up to 2023	992	N/A	KA6

Revision History

Revision	Release Date	Changes
0	March 4, 2024	Original document
1	April 1, 2024	Update of Service Information & Warranty

Condition

Customer complains of intermittent operation for one or multiple surround view cameras. Failed surround camera(s) appear blank with a crossed-out camera icon.

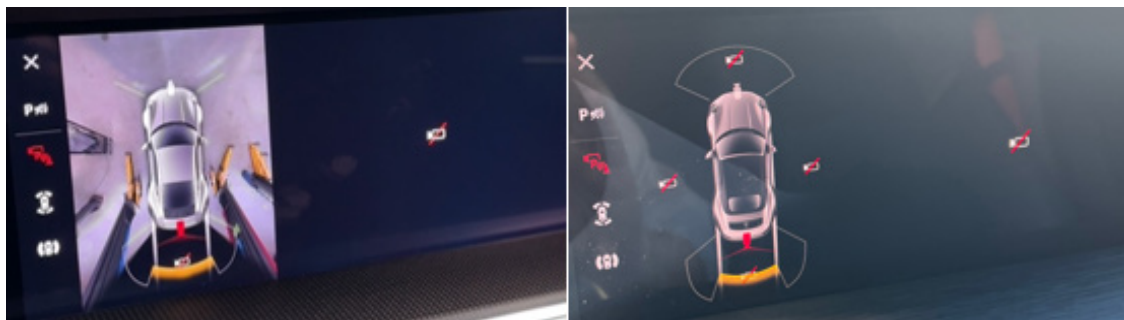


Figure 1

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:

- C12**02 - X peripheral camera, video wiring, Signal error
- B127*04 - X camera faulty
- B127*54 - X camera, calibration
- B200FFA - Surround View camera - internal fault

Service Information

The countermeasure currently consists of a two-part repair that should be performed to the vehicle during separate visits to the workshop. Repairs made must be accompanied by supporting diagnostic work with objective evidence of the issue, e.g., pictures or videos. Refer to the steps below for instructions.

Vehicle's first visit for this concern:

1. Create a Pre-VAL.
2. Verify the concern is isolated to the surround view system.
3. Replace the components listed:
 - a. All four surround view cameras
 - b. Both side view mirror wiring harnesses
 - c. Both door wiring harnesses (containing coax cables)
 - d. Front bumper wiring harness
 - e. Rear bumper camera cable (image below for reference)
4. Verify operation of the surround view system after the repair has been completed.
5. Create a Post-VAL.



Figure 2

Vehicle's second visit for this concern:

1. Create a Pre-VAL.
2. Verify the concern is isolated to the surround view system & ensure the previous repair has been performed correctly and completely.
3. Perform the next repair:
 - a. Replace zFAS control unit.
 - b. Overlay new coax cables from ZFAS control unit to: (Part Numbers are from VW/Audi)
 - i. Front bumper wiring harness
 - zFAS connector housing: **6Q0_035_576**
 - Bumper connector housing: **WNK70000004** (Porsche Part Number from Campaign WNK7)
 - ii. Rear bumper cable connection
 - zFAS connector housing: **6Q0_035_576_B**
 - Bumper connector housing: **4LO_035_576_A**
 - iii. Both door wiring harnesses
 - zFAS connector housing (driver side): **6Q0_035_576_D**
 - zFAS connector housing (passenger side): **4LO_035_576_C**
 - A-pillar connector housing: **6Q0_035_575_A**

Recommended using **VAS 6720 & Wire Insertion Tool Set** (e.g. Snap-On - WINS1000R).



Figure 3
Snap-On - WINS1000R

IMPORTANT: Ensure no material is removed from any grommet when piercing and do **NOT** drill any holes. Avoid damaging wires by pointing insertion tool **AWAY** from wires while penetrating.

4. Verify operation of the surround view system after the repair has been completed.
5. Create a Post-VAL.



Figure 4
Cabin Side - Clutch Master Cylinder Grommet



Figure 5
Exterior Side - Clutch Master Cylinder Grommet

Additional Service Information:

- Pictures above are of driver side camera overlay to zFAS control unit from A-pillar connector. Grommet of use is for the missing clutch master cylinder.
- If the vehicle is a manual, refer to the pictures below to be used for driver side camera overlay. Passenger footwell grommet is to also be used for rear and passenger camera overlays. When overlaying wires, ensure wires are secured to existing harnesses and area of piercing is properly sealed.
- Recommended points of piercing are designated by green X's.



Figure 6
Cabin Side - Passenger Footwell Grommet



Figure 7
Tub Side - Passenger Side Grommet



Figure 8
Rear Camera Connection Point (Right Rear Taillight)



Figure 9
Front Camera Connection Point
(Front Right Wheel Well)



Figure 10
Door Harness Connection Point (1)



Figure 11
Door Harness Connection Point (2)

Warranty

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

1st Workshop Visit:

APOS	Labor operation	Option Specific
03350050	On board diagnostics	
03350053	On board diagnostics (Pre-VAL)	
91691900	Front camera remove and reinstall	
91671901	Side camera remove and reinstall (left)	
91671902	Side camera remove and reinstall (right)	
91435500	Reversing camera control unit replace	
97151952	Wire harness front remove and reinstall	
66791905	Rear-view mirror housing remove and reinstall (left)	
66791906	Rear-view mirror housing remove and reinstall (right)	
97321903	Door wire harness remove and reinstall (left)	
97321904	Door wire harness remove and reinstall (right)	
97591999*	Rear camera coaxial cable replacement	
03350063	On board diagnostics (Post-VAL)	

*** 50 TU may be claimed for 97591999.**

2nd Workshop Visit:

APOS	Labor operation	Option Specific
03350050	On board diagnostics	
03350053	On board diagnostics (Pre-VAL)	
85141900	Air inlet housing remove and reinstall	
97090912	Main wire harness loosen and fasten (engine compartment – right)	

APOS	Labor operation	Option Specific
97090901	Main wire harness loosen and fasten (luggage compartment – left)	
97090902	Main wire harness loosen and fasten (luggage compartment – right)	
92191900***	Wiper link remove and reinstall	
68171900***	Console remove and reinstall (PDK)	PDK
68171905***	Console remove and reinstall (Manual)	Manual
70411952	Front floor covering remove and reinstall (right)	
70291900	Trim panel for seat well remove and reinstall	
70851900	Roof trim panel rear remove and reinstall	
97091999**	Create and overlay new coaxial cables from zFAS control unit to surround cameras	
97090910***	Main harness loosen and fasten (convertible top – right)	Cabriolet
03350063	On board diagnostics (Post-VAL)	

**** Only actual time elapsed up to a maximum of 600 TU, verified by a separate identifiable time punch, may be claimed for 97091999.**

***** Option specific to be claimable.**

PCSS encryption:

Location (FES5)	91020	Assistance Systems
Damage type (SA4)	1613	No function occasionally

Search Items

992, 911, RTV, surround, camera, reverse

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