

AMB0 – Retrofitting Heating Element for Passenger Seat Backrest (Stop Delivery/Recall Campaign)

Revision: This bulletin replaces bulletin Group 7 75/21 AMB0, dated September 16, 2021.

Model Year: **As of 2020 up to 2021**

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

Concerns: **Heating element for passenger seat backrest**

Information: **Due to an assembly error that has since been corrected, the subject vehicles were assembled without the passenger seat back heating element.**

This variation from specification can affect the Occupant Classification System as calibrated for this specific vehicle. If warnings are ignored, the front passenger restraint systems may not be activated as designed.

In the event of occupant classification system malfunctions, the "Airbag warning lamp" or "Passenger Airbag OFF" lamp will be activated in order to alert the occupants.

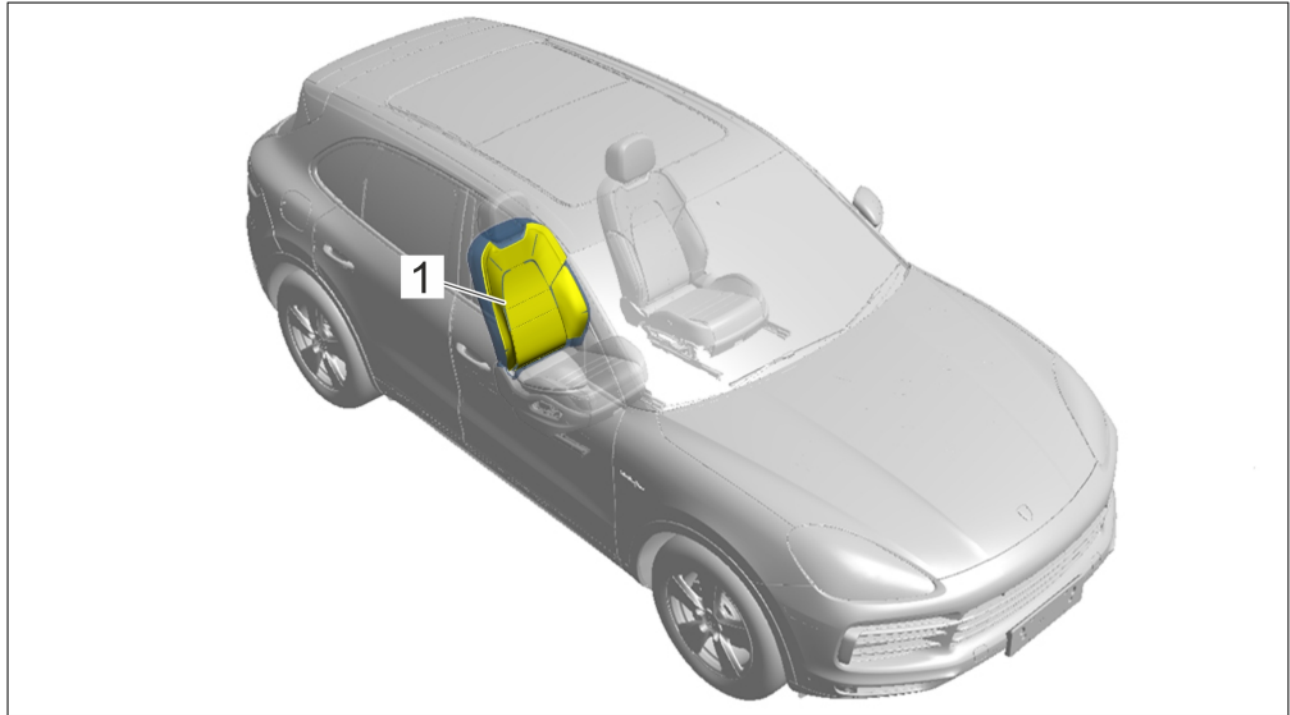
Action required: Retrofit heating element for passenger seat backrest.

Please note: All vehicles affected by this campaign **do not have seat heating and will not gain seat heating functionality** with the completion of this campaign. The seat heating element on the front passenger seat is only required for the correct function of the front passenger seat occupant detection system. For this reason, the seat heating element is always installed regardless of whether the vehicle is equipped with seat heating or not.

Affected Vehicles: Only vehicles assigned to the campaign (see also PCSS Vehicle Information).

Installation

Position:



Installation position of heating element for passenger seat backrest

1 – Heating element for passenger seat backrest (**retrofitting**)

Required tools

- Tools:
- Torque wrench, 20–100 Nm (15–74 ftlb.), e.g. **VAS 5820 Torque wrench, 20-100 Nm (15-74 ftlb.)**
 - **V.A.G 1634B - Cushion clip pliers**
 - **9747 - 9747 - Wetting-off iron**
 - **9747/1 - 9747/1 - Knurling tool**
 - **9747/2 - 9747/2 - Bone burnisher**
 - **V.A.G 1416 - Hot-air blower**
 - **9900 - PIWIS Tester 3**
 - Battery charger with a current rating of **at least 90 A**, e.g. **VAS 5908 Battery charger 90A**

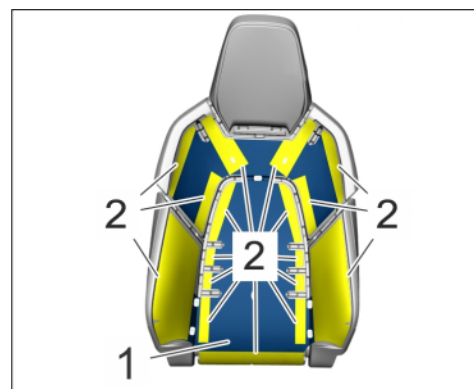
Parts required

Parts Info:	Part No.	Designation - Use	Qty.
	9Y0963557E	⇒ Heating element - Passenger seat backrest	1 ea.
	N 90791201	⇒ Internal hexagon round/oval-head screw - Side airbag unit	1 ea.
	...	Seat cover clip i.e. Part No. N 0152612 or alternative (commercially available)	28 ea.*

* For warranty processing, the cushion clips can be invoiced either under the part number or under Part No. **AMB00000001** with the "expendable items" designation as an **additional part** in the warranty claim.

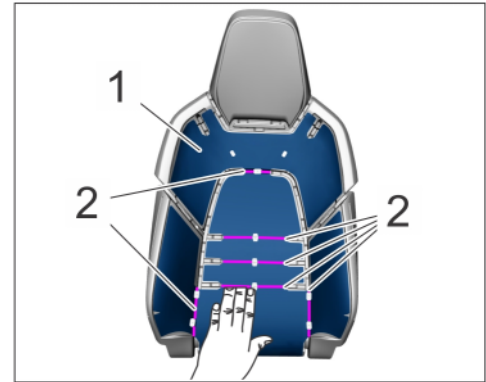
Retrofitting heating element for passenger seat backrest

- Work Procedure: 1 Remove the padding from the front passenger seat backrest. ⇒ *Workshop Manual '741719 Removing and installing padding for front backrest'*
- 2 Remove cover for front backrest. ⇒ *Workshop Manual '741919 Removing and installing cover for front backrest'*
- 3 Retrofit the heating element on the front passenger seat.
- 3.1 Position the heating element ⇒ *Heating element for front passenger seat -1-* on the padding for the front backrest.
- 3.2 Carefully remove protective film from the backing sheet in the marked area ⇒ *Heating element for front passenger seat -2-* and press heating element ⇒ *Heating element for front passenger seat -1-* on firmly.



Heating element for front passenger seat

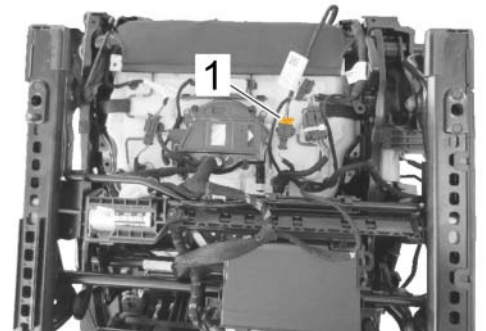
- 3.3 Press heating element ⇒ *Heating element for front passenger seat -1-* into the grooves in area ⇒ *Heating element for front passenger seat -2-*.
- 4 Install cover for front backrest. ⇒ *Workshop Manual '741919 Removing and installing cover for front backrest'*
- 5 Install the front backrest padding and make sure that the wire harness for the heating element is routed as specified in the Workshop Manual.
For instructions, see:
⇒ *Workshop Manual '741719 Removing and installing padding for front backrest'*



Heating element for front passenger seat

The plug connection for the backrest heating element is located on the bottom of the passenger seat as shown in the illustration ⇒ *Heating element - electric plug connection -1-*.

- 6 Read out and erase the fault memories of all control units.
- 6.1 Connect a battery charger that is suitable for lithium starter batteries with a current rating of at least 90 A (e.g. **Battery charger 90A**) to the jump-start terminals in the engine compartment.
For instructions, see ⇒ *Workshop Manual '2706IN External power connection, jump-lead starting'*.
- 6.2 **Position** the driver's key in the rear area of the left cupholder in the center console between the holding struts (emergency start tray) in order to guarantee a permanent radio link between the vehicle and driver's key ⇒ *Emergency start tray*.
- 6.3 Connect **9900 - PIWIS Tester 3** to the vehicle communication module (VCI) via the **USB cable**. Then connect the communication module to the vehicle and switch on the PIWIS Tester.
- 6.4 Switch on the ignition and open the '**Diagnosics**' application on the PIWIS Tester start screen.



Heating element - electric plug connection



Emergency start tray

6.5 Press •F7“ in the control unit selection screen ('Overview' menu) to call up the Additional menu.

6.6 Select the function "Read out all fault memories and erase then if necessary" and press •F12“ ('Next') to confirm ⇒ *Erasing fault memories.*

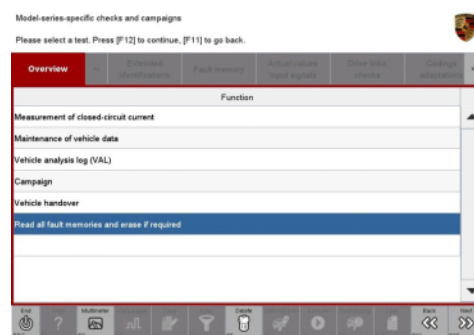
The fault memories of the control units are read out.

6.7 Once you have read out the fault memories, check the fault memory entries.



Information

If control units are found to have faults that are **not** caused by control unit coding, these must first be **found** and **corrected**. This work **cannot** be invoiced under the workshop campaign number.



Erasing fault memories

6.8 Press •F8“ to delete fault memory entries.

6.9 Press •F12“ ('Yes') in response to the question as to whether you really want to delete all fault memory entries.

The faults stored in the fault memories of the various control units are deleted.



Information

If fault memory entries for individual control units cannot be deleted, proceed as follows:

- Switch off ignition.
- Disconnect the PIWIS Tester diagnostic connector from the diagnostic socket.
- Lock the vehicle using the driver's key.
- Wait approx. 1 minute before unlocking the vehicle again.
- Start the engine, leave it running for a short time and then stop it again.
- Switch off the ignition and wait approx. 10 seconds before switching it back on again.
- Plug the PIWIS Tester diagnostic connector into the diagnostic socket again and restore communication with the vehicle.
- Read out the fault memory again and delete any fault memory entries that are stored.

- 6.10 Once you have erased the fault memories, select the **'Overview'** menu to return to the control unit selection screen ⇒ *Control unit selection*.
- 7 Switch off ignition.
 - 8 Disconnect the PIWIS Tester from the vehicle.
 - 9 Switch off and disconnect the battery charger.
 - 10 Enter the campaign in the Warranty and Maintenance booklet.



Control unit selection

Warranty processing

Scope 1: **Retrofitting heating element for passenger seat backrest**

Working time:

Retrofitting heating element for passenger seat backrest

Labor time: **247 TU**

Includes: Removing and installing padding for front backrest
Removing and installing cover for front backrest
Reading out and erasing fault memories of all control units

Parts required:

9Y0963557E	Heating element	1 ea.
N 90791201	Internal hexagon round/oval-head screw	1 ea.
N 0152612	Clamp	28 ea.
or		
AMB00000001*	Expendable items	1 ea.

* For warranty processing, enter the Part No. **AMB00000001** with the "expendable items" designation as an **additional part** costing \$ 2.38 in the warranty claim.

⇒ **Damage Code AMB0 099 000 1**

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