

A803 - Checking Fuel Line (Customer Recall Campaign)

Vehicle Type: **Cayenne (V6)**

Model Year: **2008**

Concerns: **Fuel line to fuel distributor pipe.**

Information: This is to inform you of a voluntary Customer Recall Campaign on certain 2008 model year Cayenne V6 vehicles. **A fuel line in the plenum panel area may contact the rear engine compartment cover on the vehicles affected by this campaign.**

Relative movements of the engine while driving can cause knocking noises and can result in visible signs of chafing on this fuel line. The fuel line can start to leak over the service life of the vehicle.

To remedy this situation, change the routing of the fuel line and install an additional spacer ring on the fuel line. If there are visible signs of chafing on the fuel line, the fuel line must be replaced.

Affected Vehicles: A total of 5965 US, Puerto Rican and Canadian vehicles fall within the scope of this Customer Recall Campaign. **Very Important!** Use the VIN range below as a general guideline. The VIN can be checked in the WWS for confirmation of an open Customer Recall campaign (Also see PIWIS VIN Information). The affected Vehicle Identification Numbers are contained in the following VIN Ranges:

USA 2008 Cayenne V6

WP1AA29P48LA00380 to WP1AA29P08LA21677

Puerto Rican 2008 Cayenne V6

WP1AA29P58LA00114 to WP1AA29PX8LA21086

Canadian 2008 Cayenne V6

WP1AA29P68LA00395 to WP1AA29P18LA21493

Customer Notification: See Attachment "A"

Work Procedure: See Attachment "B"

Time
Allowance:

Scope 1 — Changing the routing of the fuel line and installing an additional spacer ring on the fuel line

Working Time:

Changing the routing of the fuel line and installing an additional spacer ring on the fuel line Labor time: **60 TU**

Includes: Removing and installing left and rear cover in the engine compartment
Disconnecting and connecting the battery
Checking the fuel line for damage
Checking the fuel line for leaks and sufficient clearance

Parts Required:

955.110.722.30 ⇒ Spacer ring 1 ea.

Invoicing: ⇒ **Damage Code A803 099 000 1**

Time
Allowance:

Scope 2 — Replacing fuel line

Working Time:

Replacing the fuel line Labor time: **70 TU**

Includes: Removing and installing left and rear cover in the engine compartment
Disconnecting and connecting the battery
Checking the fuel line for damage
Checking the fuel line for leaks and sufficient clearance

Parts Required:

955.110.235.01 ⇒ Fuel line with spacer ring 1 ea.

Invoicing: ⇒ **Damage Code A803 099 000 2**

Parts Info:

Required for **Scope 1:**

955.110.722.30 ⇒ Spacer ring (1 x)

Required for **Scope 2:**

955.110.235.01 ⇒ Fuel line with spacer ring (1 x)

Administrative Procedure: See Attachment "C"

Tools:

- Screwdriver (large)
- Open-ended wrench, a/f 14/17/19 mm
- Water-resistant felt-tip pen (black and white)
- Ruler
- Open-jawed wrench insert for torque wrench, a/f 17 mm
- Crow foot wrench Nr.195 , a/f 17 mm
- Extension
- Torque wrench Nr.90 Pos.3 (10 – 60 Nm/7.5 – 44 ftlb.)
- Inspection mirror, shop light, e.g. inspection mirror with light Nr.20
- Cloths



WARNING

Gasoline is toxic

- **Danger of poisoning or suffocation**
- ⇒ **Avoid contact with skin and eyes and do not swallow or inhale**
- ⇒ **Only work on the fuel system in well-ventilated rooms and use suction to remove fuel vapors.**
- ⇒ **Wear personal protective gear (fuel-resistant gloves, breathing mask, etc.).**



WARNING

Emerging fuel

- **Risk of fire**
- ⇒ **Disconnect the battery.**
- ⇒ **Avoid contact with hot parts or sources of ignition.**
- ⇒ **Allow engine to cool down.**
- ⇒ **Relieve the fuel pressure before opening the fuel lines.**
- ⇒ **Collect emerging fuel, absorb it if necessary with a suitable binding material and dispose of properly.**
- ⇒ **Use suction to remove ignitable vapors.**
- ⇒ **Attach warning sign to vehicle in a clearly visible position.**

Attachment "A" **Sample Customer Notification Letter Text**

A803 Reply Card — Model Year 2008 Cayenne V6 Vehicles

Dear Porsche Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Porsche AG, the manufacturer, has decided that a defect relating to motor vehicle safety exists in certain Porsche Cayenne V6 model year 2008 vehicles.

Our records indicate that you are the Owner of a Porsche Cayenne V6 vehicle involved in this recall campaign. On your Porsche vehicle, a fuel line in the plenum panel area may contact the rear engine compartment cover on your vehicle. Relative movements of the engine while driving may cause knocking noises and may result in visible signs of chafing on this fuel line. The fuel line may start to leak over the service life of the vehicle. If there are visible signs of chafing on the fuel line, the fuel line must be replaced.

To prevent any danger arising from igniting fuel, the routing of the fuel line must be changed and an additional spacer ring must be fitted on the fuel line on your vehicle.

Please note Federal Regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

You should arrange for an appointment with your Porsche dealer as soon as possible to have the required inspection and or repair performed. The necessary tools to perform this recall will be available at the Porsche dealer of your choice. The parts required for this work will be available at your Porsche dealer. The estimated time to perform this recall campaign is approximately 1 hour. Please allow yourself and your Porsche dealer additional time to complete the repairs.

If your Porsche dealer is unable to perform this inspection and or repair within a reasonable period of time, you may call or write:

Porsche Cars North America, Inc., 980 Hammond Drive, Suite 1000, Atlanta, Georgia 30328
Attention: Customer Commitment, Telephone: 1-(800) Porsche (1 800 767-7243)

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Also, please be aware that this recall must still be performed on your vehicle.

At your option, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We sincerely regret any inconvenience this Customer Campaign may cause, and hope you understand our interest in performing this work promptly so that you can be satisfied with your Porsche automobile. There are no costs to you and the repair is free-of-charge. Please accept our apologies for this unplanned service visit.

Sincerely,
Tim Quinn
Vice President, AfterSales
Porsche Cars North America, Inc.

Attachment "B": **Work Procedure**

- 1 Disconnect the battery ⇒ *Workshop Manual '9000IN00 Work instructions after disconnecting the battery'*.
- 2 Remove the left and rear cover in the engine compartment (in direction of travel) ⇒ *Workshop Manual '700219 Removing and installing front trim (engine compartment) - section on "Removing"*.
- 3 Check the top of the fuel line ⇒ *Figure 1 -1-* in the area before the bend ⇒ *Figure 1 -circle-* for visible signs of damage (chafing).

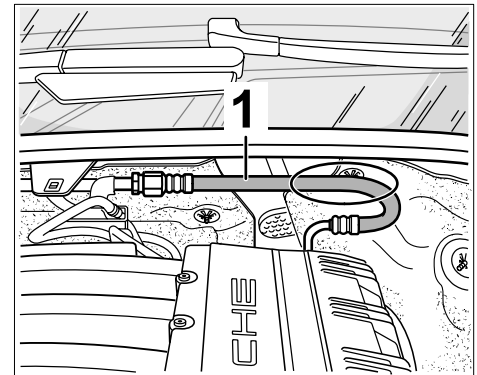


Figure 1

If the line is not damaged (⇒ *Figure 2 -top-*), change the routing of the line and install an additional spacer ring on the line ⇒ **Continue** with **Step 4**.

If the line is damaged (⇒ *Figure 2 -bottom, arrow-*), the line must be replaced ⇒ **Continue** with **Step 5**.

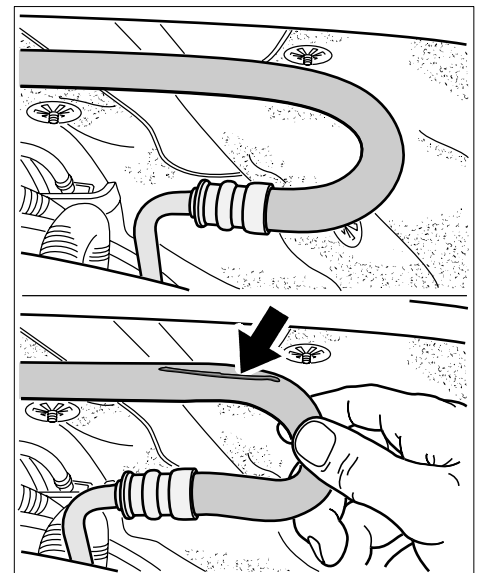


Figure 2

4 Change the routing of the fuel line and install an additional spacer ring on the fuel line.

- 4.1 Place several cloths underneath the connection point at the plenum panel ⇒ *Figure 3* to absorb the fuel that emerges when you open the fuel line.



Note

The markings at the connection point ⇒ *Figure 3 -A-* and on the hexagon on the fuel line ⇒ *Figure 3 -B-* are required for positioning the fuel line correctly at the connection point and must not be removed.

Make sure that the markings are not removed by the emerging fuel when you open the fuel line or when you clean off the fuel that has emerged.

Re-apply the markings if necessary.

- 4.2 Counter at the hexagon on the fuel line and relieve the fuel pressure at the connection point at the plenum panel ⇒ *Figure 3 -arrow-* by slowly opening the threaded joint on the fuel line. Absorb emerging fuel.
- 4.3 Remove the fuel line at the connection point.
- 4.4 Clean off any fuel on the fuel lines with a cloth.
- 4.5 Hold the fuel line as shown in ⇒ *Figure 4* and apply another marking (in black, for example) on the hexagon on the fuel line using a water-resistant colored pen. The new marking ⇒ *Figure 4 -C-* must be applied as shown in ⇒ *Figure 4*, i.e. in the middle of the flat area of the hexagon, below the area with the white marking ⇒ *Figure 4 -B-*.

Figure 5 shows the position of the old marking ⇒ *Figure 5 -B-* and the new marking ⇒ *Figure 5 -C-* on the hexagon on the fitted fuel line.

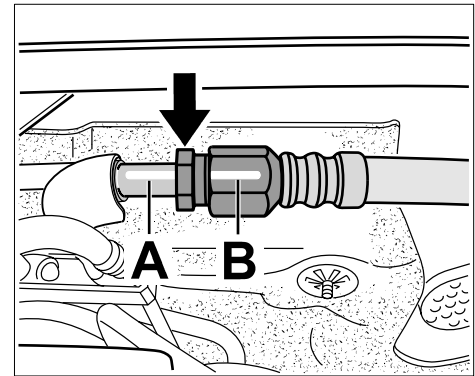


Figure 3

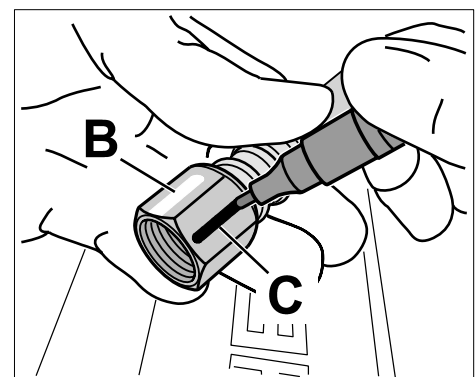


Figure 4



WARNING

Leaking fuel lines

- **Emerging fuel**
- **Risk of fire**

- ⇒ **Check that the fuel line connection points are perfectly clean and make sure there is no thread damage.**
- ⇒ **Fit screws and union nuts manually.**
- ⇒ **Check fuel line for leaks following fitting.**

4.6 Position the fuel line at the connection point in such a way that the new (black) marking on the hexagon ⇒ *Figure 5 -C-* is aligned with the marking on the connection point ⇒ *Figure 5 -A-*.

4.7 Screw on the fuel line at the connection point ⇒ *Figure 5 -arrow-* and tighten it. Counter at the hexagon on the fuel line while tightening.
Tightening torque 35 Nm (26 ftlb.)

4.8 Remove any traces of fuel on components and dispose of cloths used to absorb fuel in accordance with legal requirements.

4.9 Install an additional spacer ring, Part No. 955.110.722.30, on the fuel line.

4.9.1 Use a white water-resistant pen to mark the fuel line **145 mm** from the press-on sleeve ⇒ *Figure 6 -1-* (⇒ *Figure 6*).

4.9.2 Align the spacer ring ⇒ *Figure 6 -2-* with the marking you made on the fuel line in Step 4.9.1 so that the lock on the spacer ring is facing downwards.

4.9.3 Press the spacer ring together at the lock until the lock locks correctly.

Then **continue** with **Step 6**.

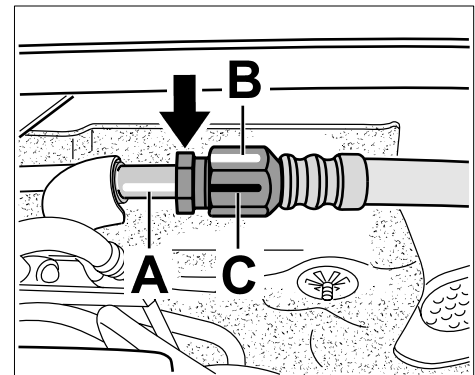


Figure 5

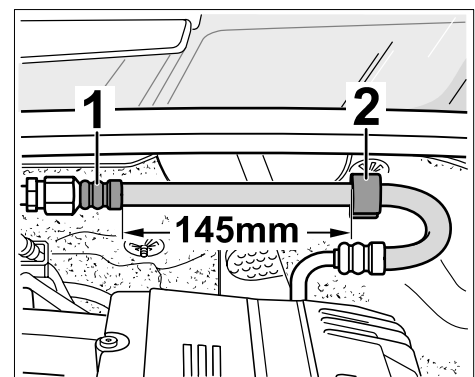


Figure 6

5 Replace the fuel line.

**Note**

The position of the marking on the hexagon on the new fuel line has been changed.
The spacer ring is already pre-fitted on the new fuel line.

- 5.1 Place several cloths underneath the connection point at the plenum panel ⇒ *Figure 7 -arrow-* to absorb the fuel that emerges when you open the fuel line.

**Note**

The marking at the connection point ⇒ *Figure 7 -A-* is required for positioning the fuel line correctly at the connection point and must not be removed.

Make sure that the marking is not removed by the emerging fuel when you open the fuel line or when you clean off the fuel that has emerged.

Re-apply the marking if necessary.

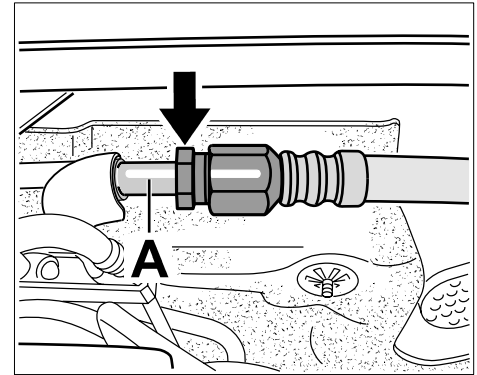


Figure 7

- 5.2 Counter at the hexagon on the fuel line and relieve the fuel pressure at the connection point at the plenum panel ⇒ *Figure 7 -arrow-* by **slowly opening** the threaded joint on the fuel line. Absorb emerging fuel.

- 5.3 Place several cloths under the threaded joint between the fuel line and fuel distributor pipe supply line ⇒ *Figure 8 -arrow-* to absorb the fuel that emerges when you open the fuel line.

- 5.4 Counter at the supply line on the fuel distributor pipe and open the union nut on the fuel line ⇒ *Figure 8 -arrow-*.

- 5.5 Remove the fuel line from the engine compartment.

- 5.6 Clean off any fuel on the threaded joints and other components using a cloth.
Dispose of cloths used to absorb fuel in accordance with legal requirements.

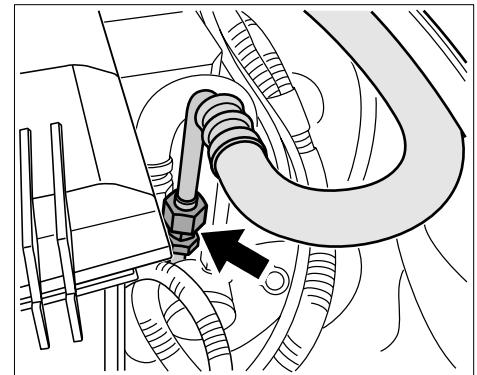


Figure 8

**WARNING**

Leaking fuel lines

- **Emerging fuel**
- **Risk of fire**
- ⇒ **Check that the fuel line connection points are perfectly clean and make sure there is no thread damage.**
- ⇒ **Fit screws and union nuts manually.**
- ⇒ **Check fuel line for leaks following fitting.**

5.7 Screw new fuel line, Part No. 955.110.235.01 (with different marking and pre-fitted spacer ring), onto the supply line on the fuel distributor pipe ⇒ *Figure 8 -arrow-* and tighten it. Counter at the supply line on the fuel distributor pipe when tightening the union nut.
Tightening torque 22 Nm (16 ftlb.)

5.8 Screw on and tighten the new fuel line (with different marking and pre-fitted spacer ring) at the connection point ⇒ *Figure 9 -arrow-* at the plenum panel in such a way that the marking on the hexagon on the fuel line ⇒ *Figure 9 -B-* is aligned with the marking on the connection point ⇒ *Figure 9 -A-*. Counter at the hexagon on the fuel line while tightening.
Tightening torque 35 Nm (26 ftlb.)

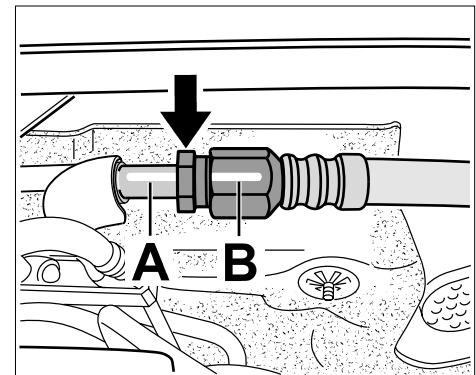


Figure 9

6 Connect the battery.



WARNING

Toxic exhaust gases

- **Risk of suffocation**

⇒ **Position exhaust extraction system behind the vehicle's exhaust pipes and switch it on.**

- 7 Switch on the ignition, start the engine and leave it running so that the fuel pressure builds up again in the line.
- 8 Check the fuel line for leaks close to the threaded joints and if you retrofitted a spacer ring, check that it is seated correctly.
- 9 Turn off the engine and switch off the ignition.
- 10 Install the left and rear cover in the engine compartment (in direction of travel) ⇒ *Workshop Manual '700219 Removing and installing front trim (engine compartment) - section on "Installing"*.

- 11 Start the engine again.
- 12 With the engine running, check the spacer ring on the fuel line either by looking at it (e.g. using a mirror and shop light) or by feeling it to ensure that there is sufficient clearance between the spacer ring and the engine compartment cover.
- 13 Turn off the engine and switch off the ignition.
- 14 Switch off the exhaust extraction system and remove it from the vehicle.
- 15 Carry out work instructions after disconnecting the battery ⇒ *Workshop Manual '9000IN00 Work instructions after disconnecting the battery'*.
- 16 Enter the campaign in the Warranty and Maintenance booklet.

Attachment "C": Administrative Procedure, Customer Recall Campaign A803

Warranty claims should be submitted via WWS.

Note: Open campaigns can be checked in the VIN information screen under the link "VIN Information - Get Vehicle Information via VIN" within PIWIS.

Affected VINs: See Affected Vehicles on page 1.

Labor Operation: Will be automatically inserted when the damage code is entered.

Time Allowance: **Scope 1 — Changing the routing of the fuel line and installing an additional spacer ring on the fuel line**

Working Time:

Changing the routing of the fuel line and installing an additional spacer ring on the fuel line

Labor time: **60 TU**

Includes: Removing and installing left and rear cover in the engine compartment
 Disconnecting and connecting the battery
 Checking the fuel line for damage
 Checking the fuel line for leaks and sufficient clearance

Parts Required:

955.110.722.30 ⇒ Spacer ring 1 ea.

Invoicing: ⇒ Damage Code A803 099 000 1

Time
Allowance:

Scope 2 — Replacing fuel line

Working Time:

Replacing the fuel line

Labor time: **70 TU**

- Includes:
- Removing and installing left and rear cover in the engine compartment
 - Disconnecting and connecting the battery
 - Checking the fuel line for damage
 - Checking the fuel line for leaks and sufficient clearance

Parts Required:

955.110.235.01 ⇒ Fuel line with spacer ring 1 ea.

Invoicing: ⇒ Damage Code A803 099 000 2

Parts Info:

Required for **Scope 1:**

955.110.722.30 ⇒ Spacer ring (1 x)

Required for **Scope 2:**

955.110.235.01 ⇒ Fuel line with spacer ring (1 x)

References:

⇒ *Workshop Manual '700219 Removing and installing front trim (engine compartment)'*

⇒ *Workshop Manual '9000IN00 Work instructions after disconnecting the battery'*

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