

WD24 - Replacing Center Armrest Opener (Workshop Campaign)

Vehicle Type: **Cayenne (92A)/Cayenne Diesel (92A)/Cayenne S Hybrid (92A)
Cayenne S (92A)/Cayenne GTS (92A)/Cayenne Turbo (92A)**

Model Year: **As of 2011 up to 2013**

Concerns: **Center armrest opener**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles. **There is a possibility that center armrest openers that do not conform to the high quality standards of Porsche AG may have been installed on the affected vehicles.**

As a result, optical defects can appear on the release button of the opener for the center armrest over the service life of the vehicle.

Action Required: Replace center armrest opener.

Affected Vehicles: The VIN(s) can be checked by using PIWIS Vehicle Information link to verify if the campaign affects the vehicle. This campaign is scope specific to the VIN! Failure to verify in PIWIS may result in an improper repair. This campaign affects 16,742 vehicles in North America.

Parts Info:



Information

- The center armrest opener to be used depends on the vehicle's interior color since the trim on the opener must be color-coordinated with the interior.
- The vehicle's interior color can be found in the **"Interior specifications"** column under **Vehicle information** in the PIWIS information system.
- The vehicles have already been assigned the various fixed scopes in PIWIS.

NOTE: DO NOT ORDER PARTS. THEY WILL BE AUTOMATICALLY ALLOCATED TO YOUR DEALERSHIP UP TO 50% OF THE VEHICLES THAT ARE SERVICED AT YOUR DEALERSHIP. ONCE YOU ARE OUT OF STOCK AND NEED ADDITIONAL PARTS, PLEASE SUBMIT A PTEC/PAV.

Color code	Part No.	Qty.
5Q0 Black	000.043.209.26.5Q0 ⇒ Center armrest opener	1 set
or		
6W0 Luxor Beige	000.043.209.26.6W0 ⇒ Center armrest opener	1 set
or		

3T0	Espresso	000.043.209.26.3T0 ⇒ Center armrest opener	1 set
or			
DE1	Umber	000.043.209.26.DE1 ⇒ Center armrest opener	1 set
or			
4U0	Platinum Grey	000.043.209.26.4U0 ⇒ Center armrest opener	1 set
Repair kit for center armrest opener consisting of: <ul style="list-style-type: none"> • Opener (1 ea.) • Fastening nut (3 ea.) • Fastening screw (3 ea.) 			

Tools: **Nr.49-1 - Torx screw tool set**

Work: See Attachment "A".

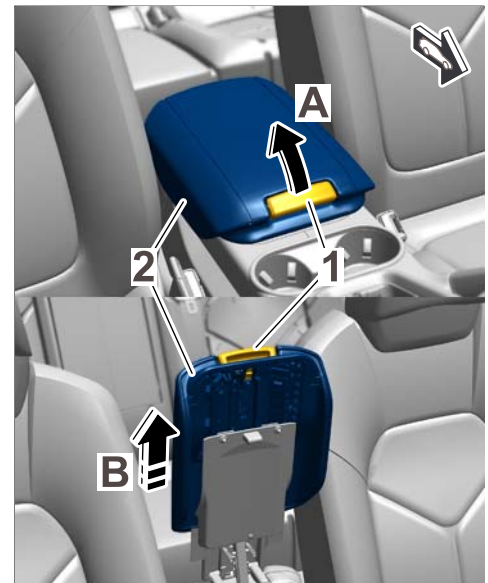
Procedure:

Claim: See Attachment "B".
Submission:

Attachment "A": **Work Procedure**

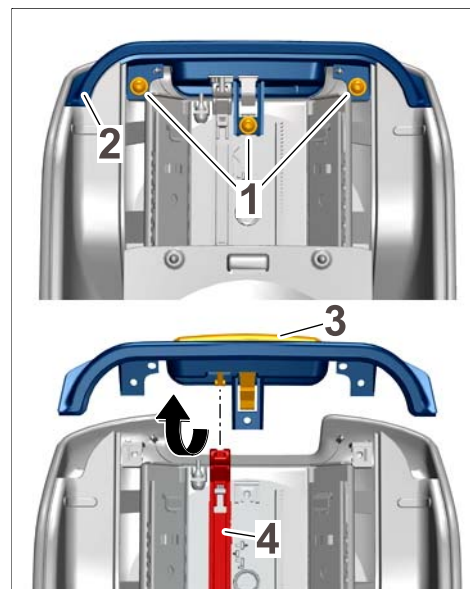
1 Remove center armrest opener.

- 1.1 Pull release button ⇒ *Opening center armrest -1-* up as far as the second pressure point and open the center armrest ⇒ *Opening center armrest -2-* (⇒ *Opening center armrest -arrow A-*).
- 1.2 Press release button ⇒ *Opening center armrest -1-* as far as the first pressure point, move center armrest ⇒ *Opening center armrest -2-* upwards and lock it at its end position ⇒ *Opening center armrest -arrow B-*.



Opening center armrest

- 1.3 Unscrew and remove fastening screws ⇒ *Removing center armrest opener -1-* on the center armrest opener ⇒ *Removing center armrest opener -2-*.
- 1.4 Disengage release button ⇒ *Removing center armrest opener -3-* at the pull rod ⇒ *Removing center armrest opener -4-* (⇒ *Removing center armrest opener -arrow-*) and secure the center armrest to prevent it from moving or closing.



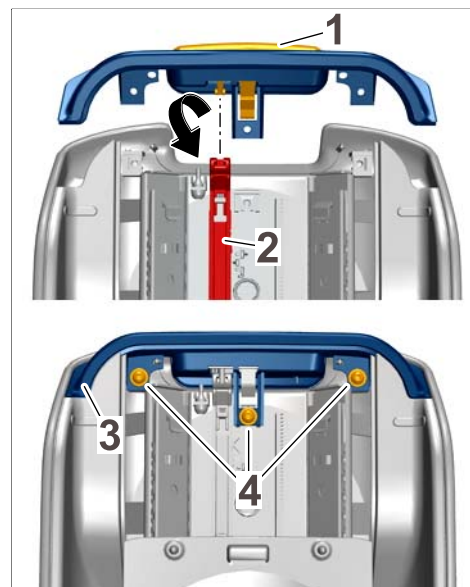
Removing center armrest opener



Information

Use new fastening screws and fastening nuts.

- 2 **Install new center armrest opener.**
 - 2.1 Engage release button ⇒ *Installing center armrest opener -1-* on the pull rod ⇒ *Installing center armrest opener -2-* (⇒ *Installing center armrest opener -arrow-*) and align the center armrest opener ⇒ *Installing center armrest opener -3-*.
 - 2.2 Secure center armrest opener ⇒ *Installing center armrest opener -3-* with the fastening screws ⇒ *Installing center armrest opener -4-*.



Installing center armrest opener

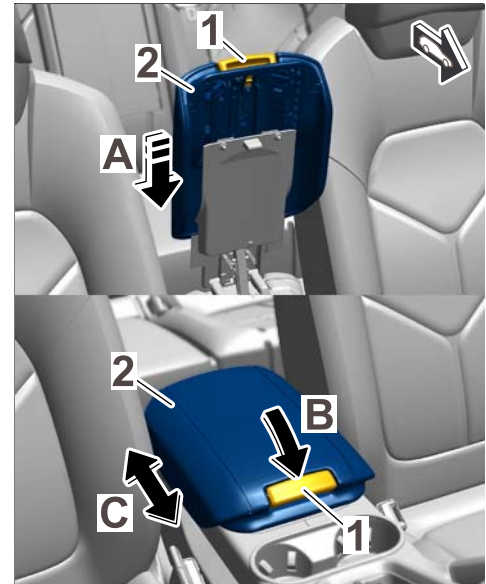
2.3 Press release button \Rightarrow *Closing center armrest -1-* as far as the first pressure point and push center armrest \Rightarrow *Closing center armrest -2-* downwards \Rightarrow *Closing center armrest -arrow A-*.

2.4 Close center armrest \Rightarrow *Closing center armrest -2-* and lock it in its end position \Rightarrow *Closing center armrest -arrow B-*.

2.5 Check function of center armrest \Rightarrow *Closing center armrest -2-* by pressing the release button \Rightarrow *Closing center armrest -1-* (\Rightarrow *Closing center armrest -arrow C-*):

- Open
- Move
- Close

3 Enter the wokshop campaign in the Warranty and Maintenance booklet.



Closing center armrest

Attachment "B": **Claim Submission** - Workshop Campaign WD24

Warranty claims should be submitted via WWS/PQIS.

Open campaigns may be checked by using either the PIWIS Vehicle Information system or through PQIS Job Creation.

Labor, parts, and sublet will be automatically inserted when Technician is selected in WWS/PQIS. If necessary, the required part numbers will need to be manually entered into warranty system by the dealer administrator.

Scope 1: **For vehicles with Black interior (5Q0)**

Working time:

Replacing center armrest opener

Labor time: **19 TU**

Parts required:

000.043.209.26.5Q0 Center armrest opener (Black) 1 set

\Rightarrow **Damage code WD24 066 000 2**

Scope 2: **For vehicles with Luxor Beige interior (6W0)**

Working time:

Replacing center armrest opener

Labor time: **19 TU**

Parts required:

000.043.209.26.6W0 Center armrest opener (Luxor Beige) 1 set

⇒ **Damage code WD24 066 000 2**

Scope 3: **For vehicles with Espresso interior (3T0)**

Working time:

Replacing center armrest opener

Labor time: **19 TU**

Parts required:

000.043.209.26.3T0 Center armrest opener (Espresso) 1 set

⇒ **Damage code WD24 066 000 2**

Scope 4: **For vehicles with Umber interior (DE1)**

Working time:

Replacing center armrest opener

Labor time: **19 TU**

Parts required:

000.043.209.26.DE1 Center armrest opener (Umber) 1 set

⇒ **Damage code WD24 066 000 2**

Scope 5: **For vehicles with Platinum Grey interior (4U0)**

Working time:

Replacing center armrest opener

Labor time: **19 TU**

Parts required:

000.043.209.26.4U0 Center armrest opener (Platinum Grey) 1 set

⇒ Damage code WD24 066 000 2

Important Notice: Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. If a particular condition is described, do not assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your authorized Porsche Dealer for the latest information about whether a particular technical bulletin applies to your vehicle. Part numbers listed in these bulletins are for reference only. Always check with your authorized Porsche dealer to verify the current and correct part numbers. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.

© Porsche Cars North America, Inc.

Dealership	Service Manager	_____	Shop Foreman	_____	Service Technician	_____	_____	_____	_____
Distribution									
Routing	Asst. Manager	_____	Warranty Admin.	_____	Service Technician	_____	_____	_____	_____

Dr. Ing. h.c. F. Porsche AG is the owner of numerous trademarks, both registered and unregistered, including without limitation the Porsche Crest®, Porsche®, Boxster®, Carrera®, Cayenne®, Cayman®, Panamera®, Speedster®, Spyder®, 918 Spyder®, Tiptronic®, VarioCam®, PCM®, PDK®, 911®, 4S®, FOUR, UNCOMPROMISED.® and the model numbers and the distinctive shapes of the Porsche automobiles such as, the federally registered 911 and Boxster automobiles. The third party trademarks contained herein are the properties of their respective owners. Porsche Cars North America, Inc. believes the specifications to be correct at the time of printing. Specifications, performance standards, standard equipment, options, and other elements shown are subject to change without notice. Some options may be unavailable when a car is built. Some vehicles may be shown with non-U.S. equipment. The information contained herein is for internal use only by authorized Porsche dealers and authorized users and cannot be copied or distributed. Porsche recommends seat belt usage and observance of traffic laws at all times.

Printed in the USA