WE34 - Checking Gap Dimension of Front Door and Reworking if Necessary (Workshop Campaign)

Model Line: **Macan**

Model Year: **As of 2014 up to 2015**

Concerns: **Gap dimension of front doors**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles. **There is a possibility that the gap dimension of the front doors at the point where they meet the front lid and fender does not meet the required specifications on the affected vehicles.**

Customers may regard this as a visual defect.

Action Required: Check gap dimension at both front doors and rework as required, depending on the result.

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 2,510 vehicles in North America.

Tools:

- Star gauges
- Feeler gauge
- Caliper gauge
- Flat file (aluminum)
- Torque wrench, 4 – 20 Nm (3 – 15 ftlb.), e.g. **Nr.90 Pos.2 - torque wrench**

Materials: **NOTE:** ONLY THE PARTS FOR THE FOLLOWING SCOPES WILL BE AUTOMATICALLY ALLOCATED TO YOUR DEALERSHIP FOR VEHICLES SERVICED AT YOUR DEALERSHIP AND BASED UPON PAG'S PROJECTED FAILURE RATE OF 13%. ONCE YOUR DEALERSHIP IS OUT OF THESE PARTS AND REQUIRES ADDITIONAL PARTS, YOU SHOULD SUBMIT A PTEC/PAV:

Scope 2 p/n 911 095 932 20 041
Scope 3 p/n 911 095 932 20 C9A
Scope 4 p/n 911 095 933 20 C9X
Scope 5 p/n 911 095 933 20 M7S
Scope 6 p/n 911 095 933 20 M7U
Scope 9 p/n 911 095 933 20 M5X

PARTS REQUIRED TO PERFORM ALL OTHER SCOPES MUST BE ORDERED VIA A PTEC/PAV. PLEASE ORDER PARTS CONSERVATIVELY. PCNA'S ALLOCATION OF PARTS IS BASED UPON A 13% FAILURE RATE AND PARTS WILL BE IN SHORT SUPPLY.

No parts are required for **checking** the gap dimensions **(Scope 1)**.

2014© Porsche Cars North America, Inc.

Parts required for **adjusting** gap dimensions of front door with respect to front lid/fender **(Scope 2 to 10)**:

... Touch-up stick in vehicle color* 1 ea.

* Take note of the color code shown on the paint-data plate on the vehicle and order a touch-up stick in accordance with the table below.

Color code and color designation		**Part No.**
Vehicles **with** solid color		
041	Black	911.095.932.20.041 ⇒ Touch-up stick Black
C9A	White	911.095.932.20.C9A ⇒ Touch-up stick White
Vehicles **with** metallic color		
C9X	Jet Black Metallic	911.095.933.20.C9X ⇒ Touch-up stick Jet Black Metallic
M7S	Achat Grey Metallic	911.095.933.20.M7S ⇒ Touch-up stick Achat Grey Metallic
M7U	Rhodium Silver Metallic	911.095.933.20.M7U ⇒ Touch-up stick Rhodium Silver Metallic
M8Y	Mahogany Metallic	911.095.933.20.M8Y ⇒ Touch-up stick Mahogany Metallic
C1Y	Palladium Metallic	911.095.933.20.C1Y ⇒ Touch-up stick Palladium Metallic
M5X	Dark Blue Metallic	911.095.933.20.M5X ⇒ Touch-up stick Dark Blue Metallic
M1R	Aurum Metallic	911.095.933.20.M1R ⇒ Touch-up stick Aurum Metallic

2014© Porsche Cars North America, Inc.

Installation Position:

Checking gap dimension of front door

Work Procedure: See Attachment “A”.

Claim Submission: See Attachment “B”.

Attachment "A": **Work Procedure**

Checking gap dimension of the front doors

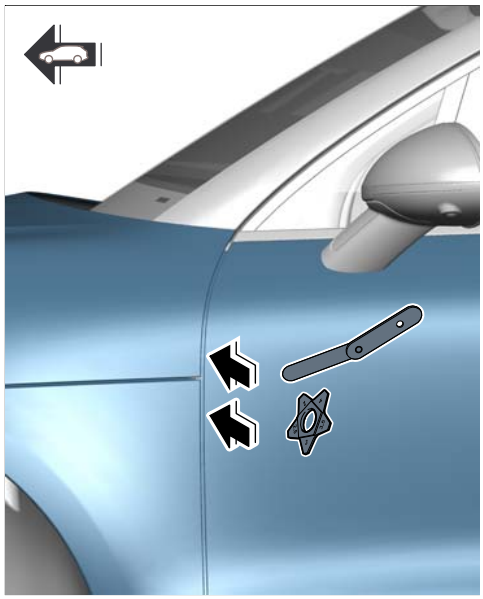
Information

General information on adjusting the front lid / front door and fender

- Check gap dimensions at an ambient temperature of at least 64° F (18° C) to maximum 77° F (25° C) and make adjustments if necessary.
- Park the vehicle in the workshop beforehand as required so that the vehicle is at the ambient temperature.

1 Check gap dimensions and joint areas between the front door, front lid and fender ⇒*Checking gap dimension* **-arrows-** using a star gauge in accordance with the joining plan with the front door/lid closed.

Gap dimension of front body, see Workshop Manual ⇒*Workshop Manual '5X00IN41 Gap dimensions'*

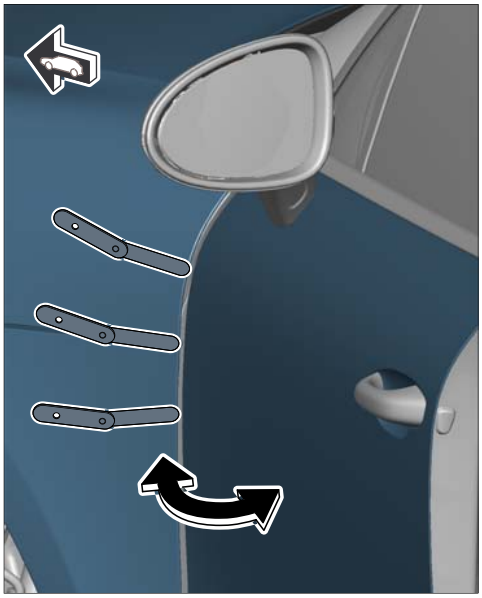


Checking gap dimension

2 Open the front door step-by-step and measure the gap between the front lid and door and the fender and door along the entire front door gap using a feeler gauge.

The clearance must always be at least **1.0 mm** along the entire height of the door.

- If the gap dimension is sufficient **(1.0 mm or more)**, no further action is required. ⇒ **End of checking measure (Scope 1), continue with Step 3**.
- If the gap dimension is not sufficient **(less than 1.0 mm)**, the front lid/wing must be adjusted first, then the front door in accordance with the joining plan. ⇒*Technical Information 'WE3400 Adjusting front lid, door/wing'*.



Checking gap dimension

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

2014© Porsche Cars North America, Inc.

Adjusting front lid, door / fender

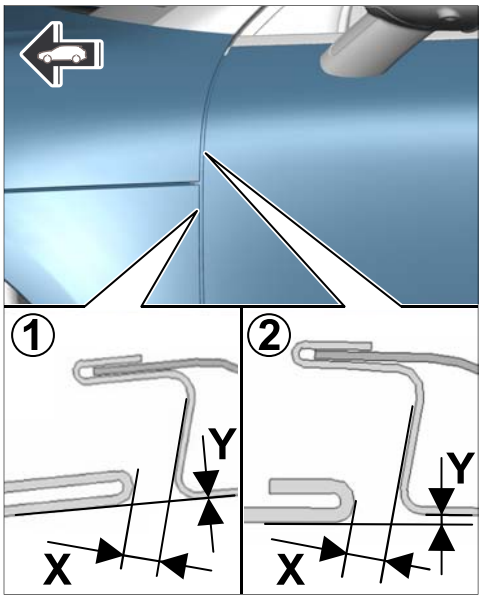
4 Adjust the front lid and the fender and front door, if necessary, as described in the Workshop Manual.

Adjust the front lid, see Workshop Manual ⇒ *Workshop Manual '552215 Adjusting front lid'*.

Adjust the front door, see Workshop Manual ⇒ *Workshop Manual '575115 Adjusting front door'*, and pay particular attention to the following gap dimensions:

Inset 1 = Gap dimension and offset of door with respect to fender.
Gap dimension X 4.1 mm +/-0.5 mm Gap dimension Y 0 mm

Inset 2 = Gap dimension and offset of door with respect to front lid.
Gap dimension X 4.1 mm +/-0.5 mm Gap dimension Y 1 mm



Adjusting front lid

- The front lid is no longer touching the door over the entire opening angle and has a clearance of at least 1.0 mm. ⇒ **End of adjustment measures (Scope 2), continue with Step 5**.

- If, after adjusting the front lid and checking the gap and joint dimensions of the headlights with respect to the front lid (see ⇒ *Workshop Manual '5X00IN41 Gap dimensions'*), the mounting for the headlight also has to be adjusted (⇒ *Workshop Manual '941415 Adjusting headlight mounting'*), the required work must be invoiced using a **separate warranty claim**. The additional warranty claim must be processed by specifying ⇒ **Damage code 9414 097 000 1**. Document the work in the related PQIS Job by specifying **94140** (headlight mounting) as the "Location" and **9735** (Repair in accordance with PAG instructions) as the "Damage category". Specify that the adjustments were carried out due to campaign **WE34** under “Further Information” on the PQIS job.

- If the required clearance (at least 1.0 mm) is not achieved either by adjusting the front lid or by adjusting the door/fender: ⇒ *Technical Information 'WE3400 Checking flange seam on front lid/wing and reworking it if necessary'*.

5 Tighten all threaded connections that were loosened during adjustment work to the specified tightening torque and touch up the screw heads/paintwork using paint in vehicle color if necessary.

6 Enter the workshop campaign in the Warranty and Maintenance booklet.

Checking flange seam on front lid / fender and reworking it if necessary

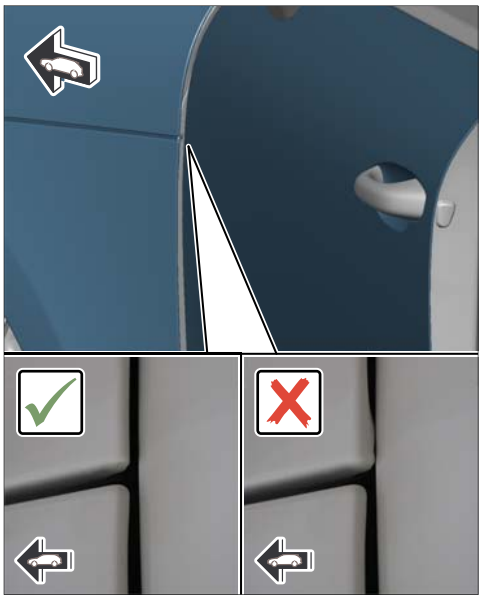
Information

The working time and spare parts needed must be invoiced using a **separate warranty claim**.

- The additional warranty claim must be processed by specifying ⇒ **Damage code 5522 097 000 1.**
- Document the work with pictures (reworked flange seam before painting) in the PQIS job by specifying **55220** (front lid) and/or **50550** (wing) under "Location" and **1714 - touching, rubbing** (Repair in accordance with PAG instructions) as the "Damage category".
- Specify that the repairs were carried out due to campaign WE34 under “Further Information” on the PQIS job.

7 Measure the marked area of the flange seam on the inside of the front lid/fender using a caliper gauge. The setpoint dimension must not exceed 4.0 mm.

- If the flange seam is **less than 4.0 mm**, the front lid and fender adjustment must be checked again.
- If the flange seam is **greater than 4.0 mm**, it must be reworked. ⇒ **Continue with Step 8**.



Gap dimension comparison

Information

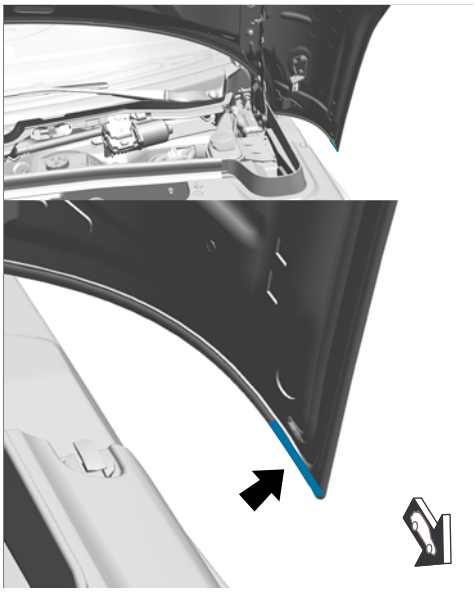
- When reworking the seam, only the inside of the front lid/fender will be reworked and subsequently spot-painted.

2014© Porsche Cars North America, Inc.

- Make sure to mask the exterior panelling and flanged edge of the front lid or fender, or cover it with protective covers before starting to work on the flange seam.

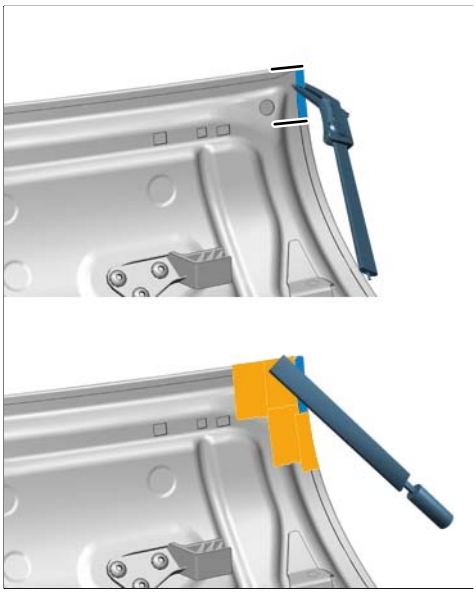
8 Rework flange seam on the front lid/fender.

8.1 Remove front lid/fender.
⇒ *Workshop Manual '552219 Removing and installing front lid'*
⇒ *Workshop Manual '505519 Removing and installing wing'*

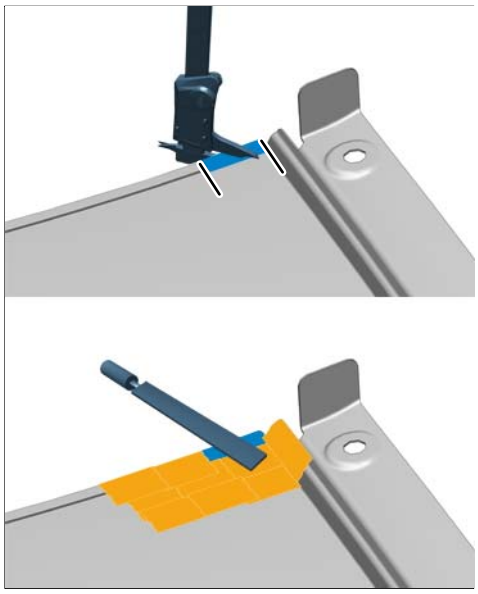


Checking flange seam

8.2 Mask the area around the projecting flange seam (greater than 4.0 mm) on the inside with adhesive tape.



Reworking flange seam on lid



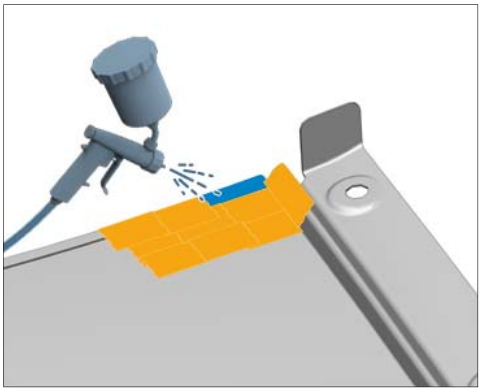
Reworking flange seam on fender

8.3 Carefully file off the projecting flange seam on the inside using a flat file until the maximum total thickness (between the outer and inner edge) is 3.9 mm.

8.4 Spot-paint the reworked flange seam in accordance with the instructions in the "Paint Manual" (see PIWIS information system ⇒ Information media "Paint Manual").

Reworking flange seam on lid

2014© Porsche Cars North America, Inc.



Reworking flange seam on fender

8.5 Install front lid/fender.
⇒ *Workshop Manual '552219 Removing and installing front lid'*
⇒ *Workshop Manual '505519 Removing and installing wing'*

9 Tighten all threaded connections that were loosened during adjustment work to the specified tightening torque and touch up the screw heads/paintwork using paint in vehicle color if necessary.

10 Enter the workshop campaign in the Warranty and Maintenance booklet.

Attachment "B". **Claim Submission** - Workshop Campaign WE34
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:

Working time:

Checking gap dimension of front door at the left and right — Labor time: **10 TU**

⇒ **Damage code WE34 066 000 1**

Scope 2: **For vehicles with vehicle color Black (041)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.932.20.041	Touch-up stick, Black	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 3: **For vehicles with vehicle color White (C9A)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.932.20.C9A	Touch-up stick, White	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 4: **For vehicles with vehicle color Jet Black Metallic (C9X)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.933.20.C9X	Touch-up stick, Jet Black Metallic	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 5: **For vehicles with vehicle color Achat Grey Metallic (MS7)**

2014© Porsche Cars North America, Inc.

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.933.20.M7S	Touch-up stick, Achat Grey Metallic	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 6: **For vehicles with vehicle color Rhodium Silver Metallic (M7U)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.933.20.M7U	Touch-up stick, Rhodium Silver Metallic	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 7: **For vehicles with vehicle color Mahogany Metallic (M8Y)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.933.20.M8Y	Touch-up stick, Mahogany Metallic	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 8: **For vehicles with vehicle color Palladium Metallic (C1Y)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.933.20.C1Y	Touch-up stick, Palladium Metallic	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 9: **For vehicles with vehicle color Dark Blue Metallic (M5X)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.933.20.M5X	Touch-up stick, Dark Blue Metallic	1 ea.

⇒ **Damage code WE34 066 000 1**

Scope 10: **For vehicles with vehicle color Aurum Metallic (M1R)**

Working time:

Checking gap dimension of front door and making adjustments — Labor time: **206 TU**

Includes: Adjusting front lid
Adjusting front door at the left and right
Adjusting front fender at the left and right
Touching up screw heads/paintwork

Parts required:

911.095.933.20.M1R	Touch-up stick, Aurum Metallic	1 ea.

⇒ **Damage code WE34 066 000 1**

References: ⇒ *Workshop Manual '5X00IN41 Gap dimensions'*

2014© Porsche Cars North America, Inc.

⇒ *Workshop Manual '552215 Adjusting front lid'*
⇒ *Workshop Manual '575115 Adjusting front door'*
⇒ *Workshop Manual '552219 Removing and installing front lid'*
⇒ *Workshop Manual '505519 Removing and installing wing'*

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®, Macan®, Panamera®, Speedster®, Spyder®, 918 Spyder®, Tiptronic®, VarioCam®, PCM®, PDK®, 911®, RS®, 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 authorized Porsche dealer use only and cannot be copied or distributed. Porsche recommends seat belt usage and observance of traffic laws at all times.

Printed in the USA