

WE87 - Checking Relays And Replacing Them If Necessary (Workshop Campaign)

Model Line: **Cayenne (92A)**

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

Concerns: **Power supply relays**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles. **There is a possibility that relays from a batch whose switching contact was not manufactured according to specifications were installed on the affected vehicles.**

As a result, the switching contact in the relay can stick in normal position and the relevant electrical equipment will not therefore be supplied with current.
Depending on where the relay is used in the vehicle, this can cause various systems, e.g. rear window heating or the levelling system, to stop working.

Action Required: Check the batch number of the relays and replace relays if necessary.

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 53 vehicles in North America.

Parts Info: **NOTE: PARTS WILL NOT BE AUTOMATICALLY ALLOCATED TO YOUR DEALERSHIP. ALL PARTS MUST BE ORDERED VIA A PTEC/PAV.**

Part No.	Designation	Qty.
000.043.989.87	⇒ Relay, type number 645	up to 4 ea. *

* The number of relays required per vehicle depends on the result of the relay check carried out as part of this campaign and on the number of relays to be checked in the vehicle. This depends on the respective vehicle equipment.

Work Procedure: See Attachment "A".

Claim Submission: See Attachment "B".

Attachment "A": **Work Procedure**

Checking batch number of the affected relays

Information: The relays with the **type number 645** from the batch number range specified below can be faulty and must be **replaced**:

From batch number:	To batch number:
142361F	143061F

The type number and batch number can be read on the relay as follows: ⇒ *Identification on relays*

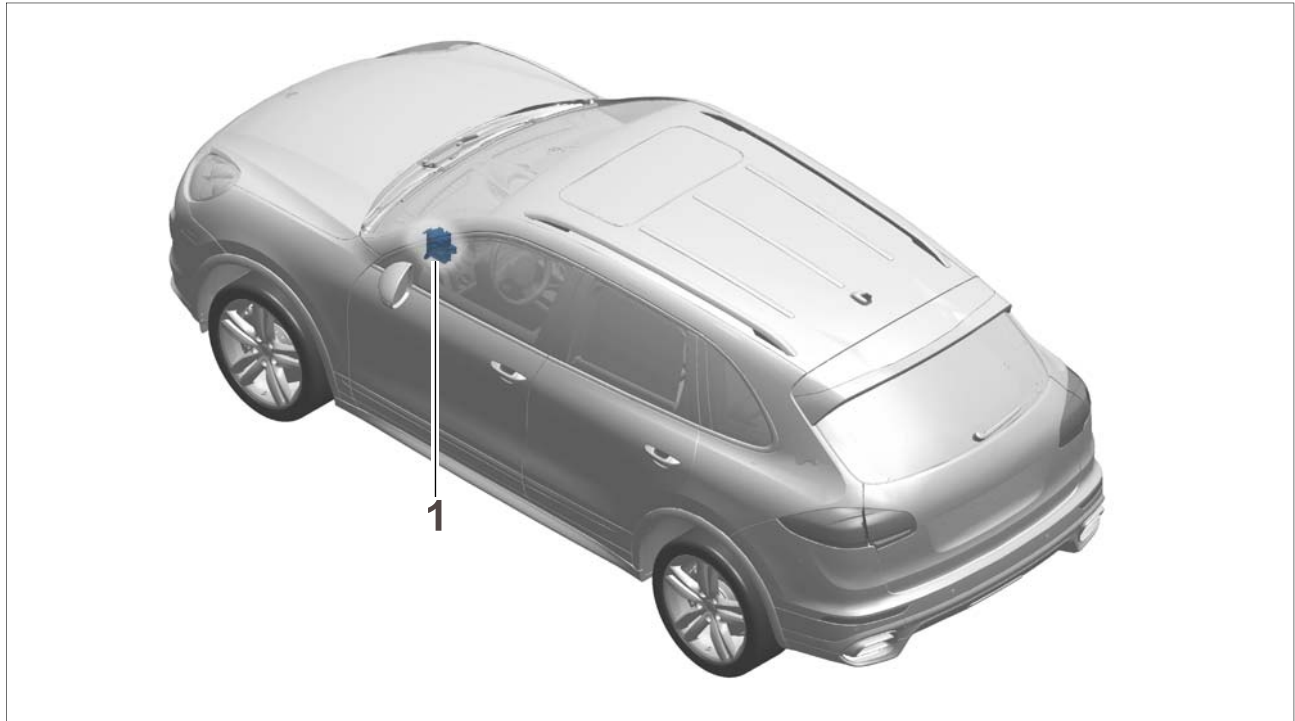
- 1 – Relay type number **645**
- 2 – **Batch number** of the relay
- 3 – Batch number: **Year** of production
- 4 – Batch number: **Week** of production
- 5 – Batch number: **Weekday** of production
- 6 – Batch number: **Work shift** of production
- 7 – Batch number: **Production line** during manufacture



Identification on relays

Installation

Position:



Overview of installation position

- 1 – Relay carrier at left of dashboard



Information

The number of relays to be checked in the relay carrier at the left of the dashboard on the respective vehicle will vary depending on the various equipment variants of the affected vehicles.

Checking batch number of relays in relay carrier at left of dashboard

- Procedure:
- 1 Remove cover under the dashboard at the left ⇒ *Workshop Manual '702219 Removing and installing cover under dashboard'*.

2 Check batch number of **relays** with **type number 645** ⇒ *Checking relays in relay carrier at left of dashboard-2-* in the relay carrier at the left of the dashboard ⇒ *Checking relays in relay carrier at left of dashboard-1-*.

2.1 Check production line of the relay as indicated by the letter in the batch number ⇒ *Checking relays in relay carrier at left of dashboard-3-*.

- The letter in the batch number is **not "F"**: The relay is **not affected** ⇒ **Continue with Step 4.**
- The letter in the batch number is **"F"**: The relay was manufactured on the affected production line ⇒ **Continue checking the batch number. Continue with Step 2.2.**

2.2 Check the production period of the relay as indicated by the digits in the batch number ⇒ *Checking relays in relay carrier at left of dashboard-4-*.

- The string of digits in the batch number is **less than 142361**: The relay is **not affected** ⇒ **Continue with Step 4.**
- The string of digits in the batch number is **greater than 143061**: The relay is **not affected** ⇒ **Continue with Step 4.**
- The string of digits in the batch number is within the range **from 142361 to 143061**: The **relay** may be **faulty** and must therefore be **replaced.** ⇒ **Continue with Step 3.**

For further information on the batch number and the meaning of the digits/letters, see "Information" section under ⇒ *Technical Information 'WE8700 Checking batch number of the affected relays'* in this document.

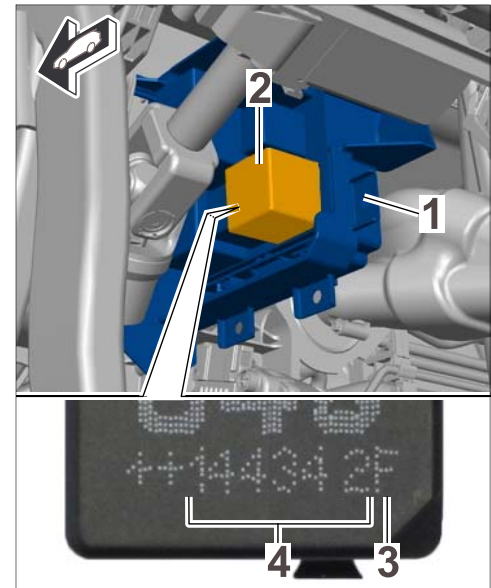
3 Replace the relay you determined to be faulty during the previous check.

3.1 Carefully pull the relay out of the plug-in socket and remove it.

3.2 Press new relay as far as it will go into the plug-in socket according to the installation position of the relay you just removed.

4 Check any **other relays with type number 645** in the relay carrier at the left of the dashboard. To do this, **repeat Steps 2.1 to 2.2** on the **other relays**.

5 Install cover under the dashboard at the left ⇒ *Workshop Manual '702219 Removing and installing cover under dashboard'*.



Checking relays in relay carrier at left of dashboard

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

Attachment "B": **Claim Submission** - Workshop Campaign WE87

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: **Scope 1 – Scope 6: Not valid for this vehicle type.**

Scope: **Scope 7 – Checking batch number of the relays and replacing relays if necessary.**

Working time:

Checking batch number of the relays and replacing relays if necessary Labor time: **28 TU**
 Includes: Removing and installing cover under dashboard at the left

Parts required:

000.043.989.87	Relay, type number 645	max. 4 ea. (depending on actual number required *)
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* The number of relays required depends on the result of the relay check carried out as part of this campaign. Only the number of relays to be replaced as determined during the relay check must be invoiced.

⇒ **Damage code WE87 066 000 2**

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Routing	Asst. Manager	Warranty Admin.	Service Technician
	_____	_____	_____

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