

Starter Seizes in Freezing Temperatures

This bulletin replaces bulletin Group 2, #1504, dated 10-12-15

Vehicle Type: **Cayenne VR6 (92A)**

Model Year: **2012-2014**

Customer Concern: The vehicle does not start. The starter will not turn.

Technical Concern: The technician may confirm the reported no start condition. This condition is caused by a combination of sub-freezing air temperature and humidity such that water vapor in the air will condense and then freeze, mechanically inhibiting the starter. These conditions would have been present around the time of the complaint. However, the starter may have sufficiently thawed before the repair attempt and may no longer be seized, allowing the vehicle to start. This issue is intermittent.

Service Information: PCNA is aware of this issue. The solution is to replace the starter. Affected parts have been withdrawn (parts withdrawal initiated 3/14/2016) and redesigned parts are now available. These redesigned parts have the same part number as the affected parts.

As always, be sure to document the repair completely in PQIS.

For this issue, please code the "cause" as follows:

Cause location: 27600 Starter

Cause symptom: 1613 No function occasionally

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

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