

WH63 - Performing Measures for Ensuring the Quality of Vehicles During Delivery to Customers (Workshop Campaign)

Revision: **December 20, 2017**

This bulletin amends bulletin Group 0, #136/17, dated December 15, 2017.
The affected model year range was changed from 2015–2016 to **2013–2016**.

Model Year: **As of 2013 up to 2016**

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

Country/Market: USA (C02)
Canada (C36)

Equipment: Engine type CNRB (3.0-liter V6 Diesel)

Subject: **Ensuring the quality of vehicles following storage**

Information: **Due to the Stop Sale for Cayenne Diesel vehicles, pre-owned vehicles were stored for a long time at the dealerships.**

Once the Emissions Recall AG01 has been implemented, these pre-owned vehicles can be sold again to customers.

To ensure the high quality of these vehicles during delivery to customers, further measures - in addition to the sales check - must be performed before vehicle delivery due to the fact that these vehicles were stored for a long time.

This includes checking various components and changing fluids.

Note: **Information on delivery of the vehicles to customers:**

The vehicles must not be delivered to customers until the Emissions Recall AG01 has been implemented **and** the measure described here for ensuring the quality of these vehicles has been carried out.

Affected Vehicles: Only the vehicles assigned to the campaign (see also PIWIS Vehicle Information).

Measures



Information

The measures required for ensuring the quality of vehicles during delivery to customers include the following tasks:

- Performing the tasks required during the **sales check**

and also

- Carrying out defined **additional measures** that are required following long-term storage

The measures to be performed are subdivided into the following phases:

- Measures before the test drive
- Perform a test drive
- Measures after the test drive

The term "checking" includes all necessary subsequent work such as adjusting, readjusting, correcting or topping off. It does not include repairing or replacing parts or assemblies unless this is explicitly specified during the respective test step.

If while checking the components specified below, you discover that components must be replaced in addition to the scope of the specified check (e.g. battery, tires, brake discs, etc.), approval from the PCNA Diesel Support Team at: dieseladministrativehelp@porsche.us is required for this.

This instruction does not apply for components that you have already been instructed to check and replace if necessary.

For information and instructions for invoicing additional scopes, see section ⇒ *Technical Information 'WH6300 Warranty processing'*.

Remedial
Action:

Measures before the test drive

- 1 Carry out the measures described below in accordance with the instructions for the **sales check**. For a detailed description, see ⇒ *Workshop Manual '010100 Sales check'*.
 - Check the PIWIS information system for open workshop campaigns and recall campaigns for the vehicle.
 - Check conformity of the vehicle identification number (VIN) on the vehicle, data carrier, vehicle registration documents and on-board literature.
 - Diagnostic system: perform vehicle handover and read out and erase fault memories.
 - Windshield washer/headlight cleaning system: check function and nozzle settings, fill in washer fluid.
 - Check coolant level in the coolant reservoir.

- Vehicle lights: check function. All headlights: check adjustment.
 - Horn and clock: check function.
 - Electrical equipment, warning and indicator lights: check function.
 - Mobile roofs: check function.
 - Wheels, tires: perform visual inspection for damage.
 - Check wheel mounting.
 - Check comfort tire pressure.
 - Visual inspection for leaks: oils, other fluids.
 - Exterior equipment and paintwork: perform visual inspection for damage.
 - Glazing: perform visual inspection for damage.
 - Interior equipment: perform visual inspection for damage and soiling.
 - Door and lid locks: check function.
 - Alarm system: check operation of monitoring devices.
 - Complete the vehicle and check that all equipment is present.
- 2 Carry out the **additional measures** described below after the vehicle has been stored for a long time:
- Check the state of charge of the battery and charge the battery. For further information, see ⇒ *Technical Information '270600 AGM battery care and maintenance: From vehicle delivery until sale (customer handover) (67/12)'*.



Information

If while checking the battery, you discover that the battery must be replaced, approval from PCNA is required for this. Please contact the PCNA Diesel Support Team at: dieseladministrativehelp@porsche.us and have the relevant test logs ready for documentation purposes.

- Porsche Communication Management (PCM) 3.1: check the PCM system version and perform software update if necessary. To do this, press the •INFO“ and •SOURCE“ buttons on the PCM operator control unit at the same time to display the PCM system version. If the system version is lower than V4.76, use the PCM 3.1 Update CD, Part No. WKD95280017 to perform a software update to version V4.76. You will find a description for carrying out the PCM software update in the following document, for example ⇒ *Workshop Manual '911049*

Eliminating symptoms in body interior: PCM3.1 integrated system: Complaints and repair instructions (SY1010)'



Information

The Update CD required for the PCM update - Part No. WKD95280017 - is usually already available in the Porsche dealership. If this is not the case, the Update CD can be ordered through the parts department.

- Vehicles with PCM navigation: On vehicles **up to and including model year 2015**, update the navigation maps to the MY 2016 data version (latest version available at present).

The enabling code for the navigation maps that is required for performing the navigation update is stored under "Vehicle code information" in the PIWIS information system for the respective VIN.

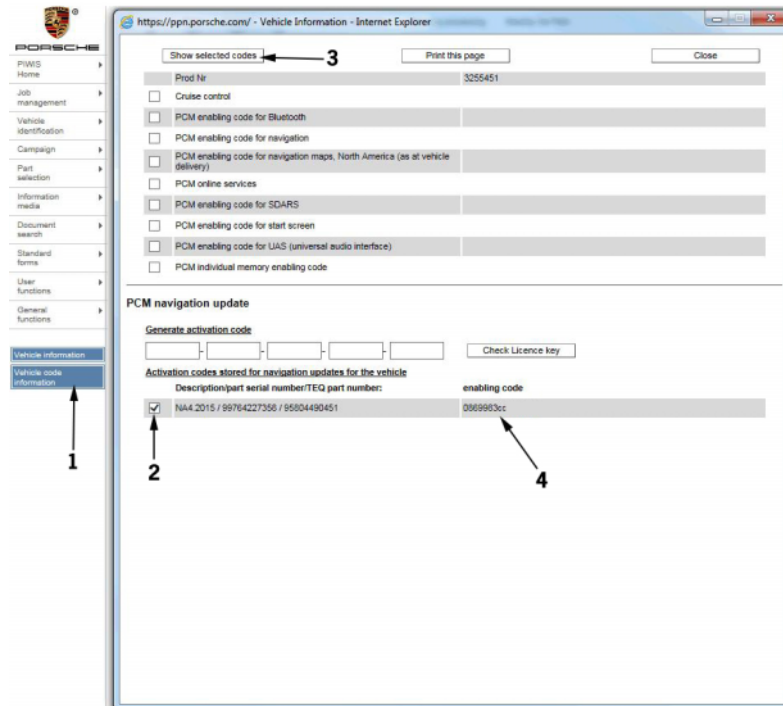


Figure 1

To generate the enabling code for the use of the navigation database DVD, Part # 99764227358 go to the PCM navigation update section of Vehicle code information & click in the box next to the navigation map update (See Figure 1 #2) and hit the button "show selected codes" (See Figure 1 #3). The enabling code (See Figure 1 #4) will then be displayed next to the navigation map update."

If this is not the case, please contact the PCNA Diesel Support Team at: dieseladministrativehelp@porsche.us

The navigation maps are updated using the Navigation database DVD, Part No. 99764227358 (DVD workshop set). This is usually already available in the Porsche Dealership. For instructions for updating the navigation maps, see ⇒ *Installation and Conversion Instructions '911000 PCM3.1 – Navigation update (data status: model year 2016)'*.

- Replace air-cleaner element ⇒ *Workshop Manual '242455 Replacing air-cleaner element'*.
- Change engine oil and oil filter ⇒ *Workshop Manual '170117 Changing engine oil and oil filter'*.
- Vehicles with a mileage of **less than 10,000 miles (15,000 km) in 4 years**: Change reducing agent (AdBlue®) ⇒ *Workshop Manual '268817 Draining and filling reducing agent (AdBlue®)'*.
- Steering gear: visually inspect the bellows for damage ⇒ *Workshop Manual 'OX03IN Running gear maintenance: steering gear - fluid level and bellows'*.
- Drive shafts: visually inspect the boots for leaks and damage ⇒ *Workshop Manual 'OX03IN Running gear maintenance: steering gear - fluid level and bellows'*.
- Cardan shaft: visually inspect the rubber bellows for damage.
- Axle joints and tie rod joints: check the play and visually inspect the dust boots for damage ⇒ *Workshop Manual 'OX03IN Running gear maintenance: axle joints/drive shafts/tie rod joints'*.
- Brake lines and hoses: perform visual inspection for damage, routing and corrosion ⇒ *Workshop Manual 'OX03IN Running gear maintenance: visual inspection - brake lines/brake pads/brake discs'*.
- Brake discs and brake pads: perform visual inspection for damage and corrosion and free up during the test drive if necessary.
- Change brake fluid ⇒ *Workshop Manual '470855 Changing brake fluid'*.
- Check braking effect.
- Replace tire sealing compound ⇒ *Workshop Manual '442655 Replacing tyre sealing compound'*.
- Check wiper blades and replace if necessary.



Information

After restarting the vehicle for the first time, leave the engine running at idle speed for the shortest possible time to heat up and start driving immediately at **average load/engine speed profile**.

3 Test-drive the vehicle over a distance of about 10 miles (15 km).

Check the following points:

- Transmission: check function.
- Check vehicle for unusual handling behavior, vibrations and noise.
- Electric parking brake and foot brake, steering, cruise control, ParkAssist, heating, sports exhaust system, air conditioning and instruments: check function.

4 Measures after the test drive

- Drain water from fuel filter ⇒ *Workshop Manual '2034EN Draining water from fuel filter'*

and

- Replace fuel filter ⇒ *Workshop Manual '203455 Replacing fuel filter'*.
- Replace particle filter (pollen filter) ⇒ *Workshop Manual '851819 Particle filter: removing and installing filter element'*.
- Diagnostic system: read out and erase fault memories.
- Brakes and tires: If there was a problem with these components during the test drive, the affected components must be repaired or replaced.



Information

Please note that for **repairing or replacing** these components, you must obtain approval from the PCNA Diesel Support Team at: dieseladministrativehelp@porsche.us before starting repairs.

Brakes:

- If you feel or hear vibrations and/or noises during or after the test drive, the affected components (e.g. brake pads, brake discs) on the affected axle or axles must be reworked (if possible) or replaced.

Wheels/tires:

- If you feel vibrations during or after the test drive, check the tire pressure again and set the correct tire pressure if necessary.
- Then perform another test drive - ideally over a distance of 15 miles (25 km) at different speeds on a high-speed road or highway in order to warm up the wheels in the event of flat spots. Then check again for vibrations. In some cases, a longer test drive may be necessary in order to eliminate flat spots.
- If there are still vibrations, carry out measures for optimizing the wheels as described under: ⇒ *Workshop Manual '440593 Balancing/optimising wheels'*.

- Pay particular attention to the following points: Balance used wheels only after they have been warmed up by driving, otherwise flat spots will simulate imbalance. Never perform matching on wheels with flat spots. Raise the vehicle immediately after the test drive. This prevents new flat spots from forming.

The following **tasks as well as warranty processing for these tasks** are performed as part of **Emissions Recall AG01**:

- Pre-Delivery Inspection
- Filling with diesel

The **costs incurred for the following materials** will also be **reimbursed** during warranty processing for **Emissions Recall AG01**:

- Reducing agent (AdBlue®)



Information

If the vehicles require repairs over and above the performed measures as a result of problems arising from improper storage and/or inadequate maintenance while parked up, the dealer is responsible for repairing these problems. The work involved cannot be invoiced under warranty.

Required parts, materials and tools

Parts Info:	Part No.	Designation	Qty.
	95810722220	⇒ Oil filter element with seal	1 ea.
	N 91167901	⇒ Screw plug, M14 x 1.5	1 ea.
	N 0138498	⇒ Sealing ring, A14 x 20	1 ea.
	95811013410	⇒ Fuel filter element with seal	1 ea.
	WHT001455	⇒ Cheese head bolt, M5 x 9	5 ea.
	95811013000	⇒ Air-cleaner element	1 ea.
	95857221900	⇒ Pollen filter	1 ea.
	9A701261902	⇒ Tire sealing compound	1 ea.

Additional parts required only in certain cases:

95862893900	⇒ Set of wiper blades	1 ea. Only if required
95862805002	⇒ Rear wiper blade	1 ea. Only if required

Materials:

Part No.	Designation	Qty.
00004330520	⇒ Engine oil	20-liter container (approx. 7 liters required per vehicle)
00004330553	⇒ Brake fluid	30-liter container (approx. 1 liter required per vehicle)

Additional materials required only in certain cases:

00004330516	⇒ Antifreeze	20-liter container As much as required
00004400204	⇒ Window cleaner	250 ml container As much as required

Tools:

Part No.	Designation	Qty.
WKD95280017	⇒ PCM 3.1 Update CD	1*
99764227358	⇒ PCM 3.1 Navigation database – America Workshop DVD	1 ea.**

* The Update CD is usually already available in the Porsche dealership.
Only order if it is not already available in the Porsche dealership.
The Update CD can be ordered through the parts department.

** The PCM 3.1 Navigation database workshop DVD is usually already available in the Porsche dealership.
Only order if it is not already available in the Porsche dealership.

Warranty processing

Scope:

Working time:

Measures for ensuring the quality of vehicles following storage

Labor time: **460 TU**

- Includes:
- Performing measures for the sales check
 - Performing additional measures required due to idle/storage time:
 - Checking and charging the battery
 - Performing PCM software update and navigation data update (if necessary)
 - Replacing air-cleaner element
 - Changing engine oil and oil filter
 - Changing reducing agent (if necessary)
 - Performing visual inspection of chassis (steering gear, drive shafts, cardan shaft, axle joints, tie rod joints, brake lines and hoses)
 - Checking brake discs and brake pads, checking braking effect
 - Changing brake fluid
 - Checking tires
 - Replacing tire sealing compound
 - Checking wiper blades and replacing them if necessary
 - Draining water from fuel filter and replacing fuel filter
 - Replacing particle filter (pollen filter)

Parts required:

95810722220	Oil filter element with seal	1 ea.
N 91167901	Screw plug, M14 x 1.5	1 ea.
N 0138498	Sealing ring, A14 x 20	1 ea.
95811013410	Fuel filter element with seal	1 ea.
WHT001455	Cheese head bolt, M5 x 9	5 ea.
95811013000	Air-cleaner element	1 ea.
95857221900	Particle filter	1 ea.
9A701261902	Tire sealing compound	1 ea.
Additional parts required only in certain cases:		
95862893900	Set of wiper blades	1 ea.
95862805002	Rear wiper blade	1 ea.

Materials required:

00004330520	Engine oil	0.35 ea. (= approx. 7 liters)
00004330553	Brake fluid	0.04 ea. (= approx. 1 liters)

Additional materials required only in certain cases:

00004330516	Antifreeze	0.05 ea. (= approx. 1 liters)
00004400204	Window cleaner	1 ea.

⇒ **Damage Code WH63 066 000 2**

- **Invoicing additional scopes:**

If other components (e.g. battery, brake discs and brake pads, tires, etc.) in addition to the specified scope had to be replaced based on the checks required during the campaign, the costs incurred can be invoiced as an **additional measure** (type "**COMPENS**", description "**Monetary Compensation**") during warranty processing for campaign WH63.

Please note that in this case, the relevant documents (e.g. test logs, invoices, work records, digital photos, etc.) must be stored in the related PQIS job as proof of the costs that were invoiced.

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