

Symptom - Body Exterior - Filler Flap/Charge Port Door is Jammed/Stuck: Replacing filler flap/charge port door (SY 49/18)

Vehicle Type: **Panamera (97A/97B)** Sedan (not Sport Turismo models)

Model Year: **As of 2017 up to 2018**

Subject: **Filler flap/charge port door**

Symptom: The filler flap/charge port door is difficult to open or close.

Cause: The filler flap/charge port door may be difficult to actuate due to unfavorable component tolerances on the affected vehicles.

Remedial Action: Replace the filler flap/charge port door and rework it if necessary (if there is a visible edge) before fitting.

Date of Introduction: Modified filler flaps have been used during production since December 6, 2017 and modified charge port doors have been used during production since December 21, 2017.

Parts Info: **971.809.909.BY** ⇒ Filler flap
971.809.920.BY ⇒ Charge port door

Tools:

- Primer
- Paint in vehicle color
- Clear lacquer
- Sandpaper
- De-greasing cleaning agent
- Clean, lint-free cloth

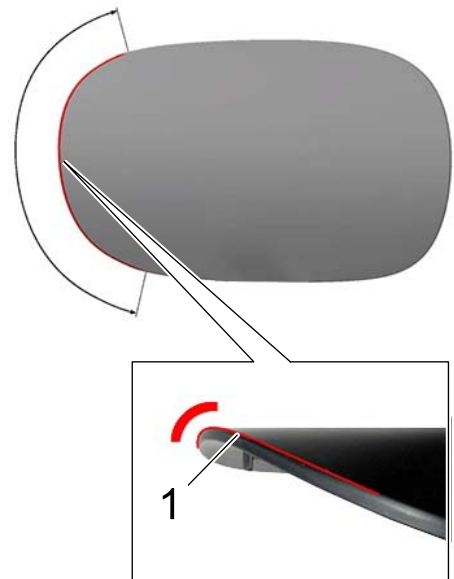
Work Procedure: 1 **Replace filler flap/charge port door:**

- 1.1 Open the filler flap/charge port door ⇒ *(Removing filler flap/charge port door) -2-*.
- 1.2 Release catch ⇒ *(Removing filler flap/charge port door) -1-* using a suitable tool and pull off filler flap/charge port door ⇒ *(Removing filler flap/charge port door) -2-* (⇒ *(Removing filler flap/charge port door) -arrow-*).

**Information**

For filler flap or charge port door with the part number 971.809.909.BY or 971.809.920.BY:

- There may be a visible and palpable edge on the upper side of the new filler flap/charge port door. In this case, remove the edge in the area marked in red ⇒ *(Edge on filler flap/charge port door)-1-* using suitable sandpaper.



(Edge on filler flap/charge port door)

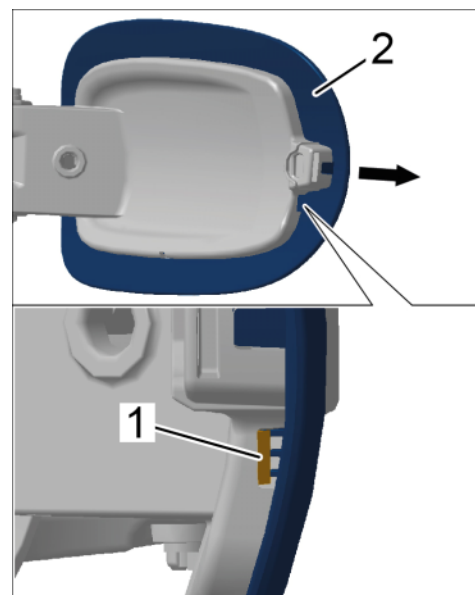
For filler flap or charge port door with the part number 971.809.909.CY or 971.809.920.CY:

- These parts have already been reworked and no longer have an edge.

**Information**

Information on painting can be found in the "Paint Manual - Painting method for plastic components".

- 1.3 Paint new filler flap/charge port door ⇒ *(Removing filler flap/charge port door)-2-* in vehicle color.
- 1.4 Carefully push new filler flap/charge port door ⇒ *(Removing filler flap/charge port door)-2-* into the guides until it locks with an audible click.

*(Removing filler flap/charge port door)*

- 2 Check that the filler flap/charge port door moves smoothly when opening and closing it.
- 3 Close the filler flap/charge port door.

End of action required.

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
51017101	Preparing body paintwork	
55376151	Painting new filler flaps	
55371900	Removing and installing filler flaps	

For invoicing and documentation using PQIS, enter the following coding:

Location (FES5)	55370	Filler flap
Damage type (SA4)	1712	gets jammed/stuck

If the filler flap or charge port door was painted by an external service provider, please document a copy of the invoice in PQIS.

References: ⇒ Workshop Manual '553719 Removing and installing filler flap (cap)'
⇒ Workshop Manual '554019 Removing and installing side section flap (cap)'

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. Part numbers listed in these bulletins are for reference only. 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.

© 2018 Porsche Cars North America, Inc.