

**Cayenne AC Evaporator Drains Clogging**

**Vehicles Affected**

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2014 - 2017	92A	N/A	N /A

**Revision History**

Revision	Release Date	Changes
0	July 11, 2018	Original document

**Customer Concern**

Customer complains of water in the floorboard and/or a musty smell in the vehicle. The air conditioner evaporator drain is clogged. Water backs up in the AC plenum and overflows into the vehicle interior.

**Technical Background**

The issue is caused by incomplete cutting of the drain flap at the parts supplier. When the flap is not cut all the way back, it is not able to open fully. The drain will clog.



**Service Information**

A new drain may be installed. It is also possible to complete the cut on the drain flap so the flap opens fully. The drain should then be cleaned and reinstalled.

### Production Information

The supplier implemented an inspection procedure to insure that all flaps have a complete cut that allows full flap opening. All vehicles produced since October 16, 2017 are known to have good drains installed. Parts have been withdrawn from the PDCs and all parts in stock are known good parts. The part number has not changed since there was no change in design or materials. 955.572.333.01

### Search Items

AC drain; leak; water leak; wet floorboard; wet carpet; evaporator drain

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