

Rear View Mirror Falls Off the Windshield

Vehicles Affected

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	2017-2019	991	N/A	N/A

Revision History

Revision	Release Date	Changes
0	February 25, 2019	Original document

Customer Concern

The adhesive holding the mount for the rear view mirror to the windshield fails and the mirror falls down.



Technical Background

The activator and primer are manually applied by the supplier. This manual process had a flaw in the application of the activator and primer. The process was revised at the supplier.

Service Information

The windshield must be replaced. Windshields manufactured from June 2017 have been produced with the revised process at the supplier. The manufacturing date can be seen on the part data label.



Production

The issue was fixed in production as of December 06, 2018.

Warranty

PQIS Coding is as follows

Cause Location 68270 Interior mirror

Damage Code 1025 Loosely fitted

The labor operation will vary depending on if vehicle comes with or without front camera. For labor operation specific to the model year/model type, refer to the 6412 group of the labor time guide.

Labour operations 4			
64121900	Windshield remove and reinstall (Main work)	286 TU	ⓘ +
64121905	Windshield remove and reinstall (Main work)	352 TU	ⓘ +
64125500	Windshield replace (Main work)	274 TU	ⓘ +
64125505	Windshield replace (Main work)	341 TU	ⓘ +

Search Items

Rear view mirror; Rear mirror; mirror; mirror falls; glue; adhesive

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.