

**Symptom in Vehicle Interior - Closing Aid for Front Doors Does Not Work at Cold Temperatures (I-no. GZ2): Fitting additional foam part (SY 177/18)**

Model Line: **Panamera (971)**

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

Equipment: **Closing aid for doors (I-no. GZ2)**

Subject: **Front door lock**

Symptom: The closing aid for the front doors may not work at negative outside temperatures.

Cause:

- Moisture can seep into the lock mechanism and freeze at negative outside temperatures.
- If the lock mechanism is "frozen solid", this malfunction can occur.

Remedial Action: In the event of a customer complaint as described under **Procedure**, fit an additional foam part. The foam part protects the lock mechanism from water and ice.



**Information**

**The following points must be observed in relation to the part numbers listed below and the relevant vehicle (depending on equipment):**

- **Particular/modified components**, whose part numbers are listed accordingly, are **required for the remedial action**.
- **Part number indexes will increase over time**. Before performing repairs, cross reference with PET (Porsche Spare Parts Catalog), for newer parts (higher index).
- **PET must be checked** to determine if additional components are needed.

Parts Info: **971.837.735** ⇒ Foam part (left)  
**971.837.736** ⇒ Foam part (right)

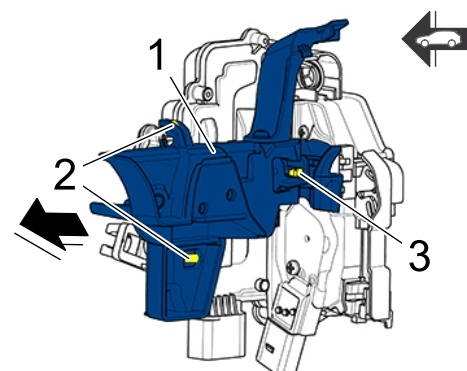
**Work Procedure: 1 Preliminary work:**

- 1.1 Remove front door panel on the affected door, see ⇒ *Workshop Manual '705919 Removing and installing front door panel'*.
- 1.2 Remove front window guide, see ⇒ *Workshop Manual '644519 Removing and installing front window guide'*.
- 1.3 Move the window to its very top position.

1.4 Remove trim holder (⇒ *Trim holder -1-*).

1.4.1 Pull holder in ⇒ *Trim holder -direction of arrow-* so that the clips (⇒ *Trim holder -2-*) loosen. At the same time, try to lift the holder away from the door lock slightly.

1.4.2 Loosen clip (⇒ *Trim holder -3-*) and remove holder.

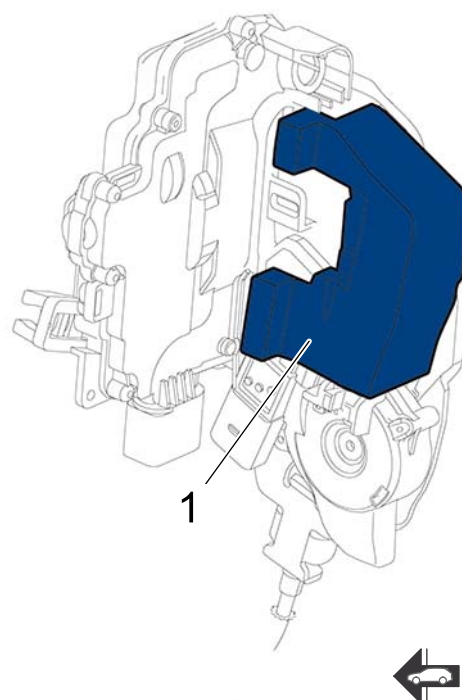
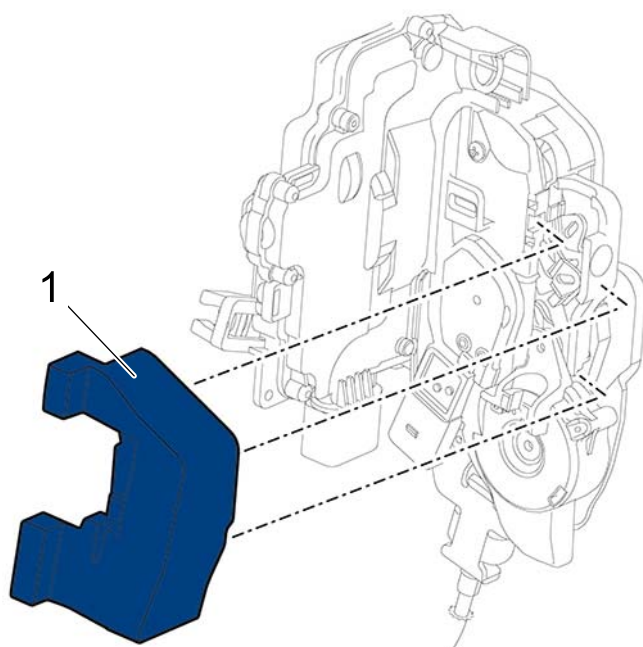


*Trim holder*

2 **Fit additional foam part (⇒ *Foam part -1-*):**

2.1 Pull film off adhesive strips on the foam part.

2.2 Secure the foam part on the door lock as shown.



*Foam part*

3 **Subsequent work:**

3.1 Install front window guide, see ⇒ *Workshop Manual '644519 Removing and installing front window guide'*.

3.2 Install front door panel on the affected door, see ⇒ *Workshop Manual '705919 Removing and installing front door panel'*.

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

APOS	Labor operation	I No.
57174902	Reworking right door lock	
57174901	Reworking left door lock	

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

Location (FES5)	57170	Door lock
Damage type (SA4)	1622	does not close

References: ⇒ *Workshop Manual '644519 Removing and installing front window guide'*  
 ⇒ *Workshop Manual '705919 Removing and installing front door panel'*

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