

Panoramic Roof Water Management

Vehicles Affected

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Panamera	As of 2014	970; 971	N/A	N/A
Cayenne	As of 2005	92A; 9YA	N/A	N/A
Macan	As of 2015	95B	N/A	N/A

Revision History

Revision	Release Date	Changes
1	September 17, 2019	Results of investigation were added
0	March 11, 2019	Original document

Customer Concern

The customer complains of water leaking into the interior of the vehicle.

Technical Background

The components installed in the vehicle for the panoramic roof work together to manage water intrusion as a system. There are three primary components working together.

1. The outer seal – seals the body to the glass to stop water from coming in. This is the first line of defense.
2. The frame of the panoramic roof - water channels are built into the frame, any water making it past the first line of defense is handled by this second line of defense.
3. The front and rear drains - receive water from the frame and provide a path for water to exit the vehicle at the wheel wells.

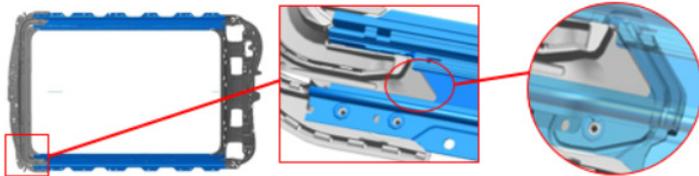
Service Information

If enough water has made it into the vehicle to be noticed by the customer and cause damage, the first line of defense has definitely been breached.

- The external seal(s) fit and condition should be carefully inspected and adjusted, or replaced as necessary.
- **Make sure the frame is centered in the body opening to get the best sealing performance.**
- **Adjust glass panels to their proper position.**
- Make sure drains are free from clogs/leaks/kinks and properly connected to the frame.

Investigation Results

A recent investigation found that the frame is not leaking at the corners due to a sealing issue. Water was found to be leaking at the corners as a result of more water accumulating in the frame than it was designed to handle. Water was overflowing the areas designed to channel the water to the drains.



A combination of factors was causing the accumulation-

1. Too much water leaking past the outer seal (poorly adjusted frames contributed to this).
2. Drains not clogged or not clear enough.



Conclusion

Only change the roof frame if a leak still exists after performing the following work –

1. The roof frame has been properly centered in the roof opening
2. The glass panels are properly adjusted.
3. The outer seal has been replaced
4. The drains have been unclogged

Warranty

This bulletin is informational regarding the water management of the roof system. It is not for a specific repair procedure.

Additional Information

Please include photos of the actual failure of the component in the PQIS job. There are lots of photos of water damage and not many photos of the cause of the damage. The cause is the most important piece of information.

Search Items

Water leak; Roof leak; Panoramic roof; Panoramic; roof; drains; clog; seal; frame; glass

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