

WKK1 - Checking Woofer and Replacing it if Necessary (Workshop Campaign)

Model line: **911 (992)**

Model Year: **2020**

Equipment: Sound system 1 – **BOSE Surround Sound system (I-no. 9VL)**

Subject: **Woofers in the left and right doors**

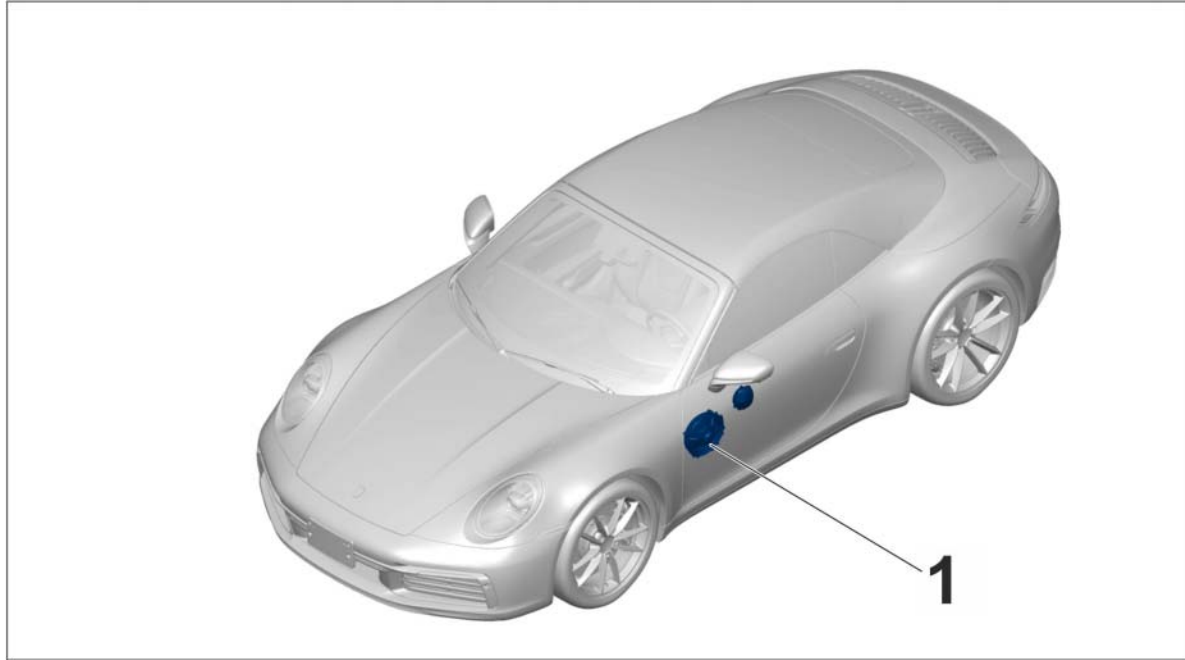
Information: **Due to unfavorable tolerance pairings, there is a possibility that the voice coil will hit against the permanent magnet in the respective woofer on the affected vehicles.**

When playing audio media with a high bass content, the customer may hear a knocking noise from the relevant loudspeaker in the doors.

- Remedial Action:
- Check woofers in the left and right doors
 - Replace one or both woofers if necessary

Affected Vehicles: Only vehicles assigned to the campaign (see also PCSS Vehicle Information). This recall affects 247 vehicles in North America.

Installation
Position:



Installation position of woofer

1 – Woofer (left loudspeaker shown)

Parts required

Part Info: **No parts are required** for **checking** the woofers.

Parts required for **replacing** the woofers, **depending on the result of the check**:

Part No.	Designation – Use	Qty.
992035454A	⇒ Woofer for door – BOSE Surround Sound system	1 or 2 ea. (depending on the result of the check)

Required tools

Tools: • USB storage medium, SD card, MP3 player or smartphone



Information

To **check the woofers** as part of this workshop campaign, you must play a **test tone** using the **Porsche Communication Management (PCM)** system.

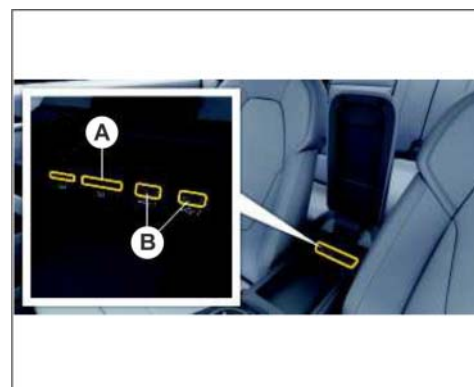
- You need a **bandwidth-limited noise signal** with a frequency of **63–125 Hz** for the check. You can get the required file in the form of an uncompressed WAV file from the WKK1 campaign page in PPN as an attachment.
- The test tone WAV file must be stored on a storage medium, e.g. USB memory, SD card, MP3 player or smartphone.
- The relevant storage medium must be connected to the PCM, e.g. via a USB slot in the center console or using the Bluetooth function.
- You can then select the **test tone** on the storage medium and play it using the PCM.

Additional tools required for replacing one or both woofers:

- Torque screwdriver, 1.5–3 Nm (1–2 ftlb.), e.g. **Torque screwdriver, 1.5-3.0 Nm (1-2 ftlb.)**
- Torque wrench, 2–10 Nm (1.5–7.5 ftlb.), e.g. **Torque wrench, 2-10 Nm (1.5-7.5 ftlb.)**
- Plastic assembly wedge

Checking woofers

- Work Procedure: 1 Switch on Porsche Communication Management (PCM).
- 2 Adjust the volume on the PCM to its lowest setting.
But **do not mute the PCM** because if you do, the volume will increase suddenly when you unmute it.
- 3 Connect the storage medium containing the previously loaded WAV test tone to the PCM.
To do this, use either the SD card reader ⇒ *Interfaces in the center console -A-* or one of the USB slots ⇒ *Interfaces in the center console -B-* in the center console or use the Bluetooth function of the respective device.
- 4 Select the storage medium as the audio source in the PCM.
To do this, open the drop-down menu under ⇒ **MEDIA** ⇒ **PLAY** in the header of the PCM display and select the required audio source.
- 5 Check the woofers in the left and right door.
To check the woofers, select the **test tone file** on the PCM, start **playing the test tone** and **slowly** increase the volume on the PCM. Check for **mechanical knocking noises** coming from around the woofers.
Then, stop playing the test tone.



Interfaces in the center console

**Information**

The test tone **plays** for **60 seconds**. You can play it again when the file ends if necessary. Please bear in mind that the next audio file on the storage medium may start playing automatically when the test tone file ends.

- If you hear clear **knocking noises** from one or both woofers even at a **low volume setting**: The relevant loudspeaker is **faulty and must be replaced**. To do this, continue with **Step 6**.
 - If you **do not hear** any mechanical noises from the loudspeakers, **no further action is required**. Continue with **Step 7**.
- 6 Replace one or both faulty woofers, depending on the result of the check.
For instructions, see ⇒ *Workshop Manual '914119 Removing and installing front loudspeakers'*.
- 7 Disconnect the storage medium from the PCM and remove it.
Do **not** enter the campaign in the Warranty and Maintenance booklet.

Warranty processing

Scope 1: **Checking woofers in the left and right doors – no** loudspeaker must be replaced

Working time:

Checking woofers in the left and right doors

Labor time: **33 TU**

Includes: Preparing storage medium
Connecting storage medium to the PCM

⇒ **Damage Code WKK1 066 000 1**

Scope 2: **Checking woofers in the left and right doors and replacing one loudspeaker.**

Working time:

Checking woofers in the left and right doors and replacing one loudspeaker

Labor time: **78 TU**

Includes: Preparing storage medium
Connecting storage medium to the PCM
Removing and installing left or right door panel

Parts required:

992035454A Bose woofer 1 ea.

⇒ **Damage Code WKK1 066 000 2**

Scope 3: **Checking woofers in the left and right doors and replacing both loudspeakers.**

Working time:		
Checking woofers in the left and right doors and replacing both loudspeakers		Labor time: 102 TU
Includes:	Preparing storage medium Connecting storage medium to the PCM Removing and installing both door panels	
Parts required:		
992035454A	Bose woofer	2 ea.
⇒ Damage Code WKK1 066 000 2		

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