

Complaint - Tail Light Has Visual Defects: Condition Assessment (161/18)

Change overview

Version	Date	Change
0	December 12, 2018	First publication
1	May 14, 2020	<ul style="list-style-type: none"> • Additional order types were added • Differentiation based on affected production period • Part numbers for tail lights were added • Information on extended warranty was added

Model Line: **Cayenne (9YA)**

Model Year: **As of 2018 up to 2019**

Affected Vehicles: Vehicles up to production date November 18, 2018

Subject: **Tail lights (standard)/Dark-tinted tail lights (I-no. 8SB)**

- **Outer tail lights (left and right)**
- **Tail light in rear lid**

Information: **Production-related visual defects can occur on the tail lights over the service life of the vehicle. These may be slight cracks at the edges ("Shining line") or significant cracks.**



Information

Lighting components are **not designed to be completely leak-tight** due to the open, spray water-proof ventilation system (required for pressure compensation purposes).

A build-up of moisture on lighting components is not caused by a defect and does not reduce the light output in any way. For this reason, if lighting components fog up, this is **not** a safety-relevant complaint and **does not necessarily justify replacement** of the affected lighting components.

Approval for replacing lighting components and the relevant invoicing must be **evaluated** based on the following examples.

This Technical Information is designed to help you to **assess the extent of fogging** and **explain the situation to the customer**.

It is not a blanket approval for replacing components. The decision to replace a component must be made based on the information provided in this document. If you are not sure in some cases, we recommend that you get in touch with a contact person with higher authority.

- When **replacing components** that will be settled under warranty or goodwill, **clear documentation is absolutely essential** and must be attached to the job.

⇒ The documentation will be **checked if required** during the PSA (Porsche Service Analysis).

⇒ Furthermore, we reserve the right to reject warranty claims if the instructions relating to documentation are not observed.

Measure: Assess the extent of the visual defects on the tail lights based on the following criteria. If there are significant visual defects, replace the affected tail light.



Information

- Due to **production errors** and the resultant **supply bottleneck, only** tail lights with "**significant defects**" **may be replaced** until such a time as more spare parts are available from the supplier.
- See **Differentiation** section for examples of "slight" and "significant" defects.
- This Quick Information will be updated accordingly when the supply situation changes.

Installation
Position:



Installation position of tail lights

Condition assessment



Information

Tail lights marked with a yellow dot were manufactured using an optimized production method and should no longer have such visual defects.

Work Procedure: 1 Perform a visual inspection of the tail lights and assess the severity of the visual defects based on the following assessment criteria.

Severity Level 1: **Slight defect - Replacement of the tail light is not covered by warranty or goodwill**

Assessment criteria:

- Type of defect: "Shining line" - Edge at material joint shining
- Extent of defect: Partial
- Defect detection: Detailed visual inspection (close examination required)
- Visibility of defect: Difficult to see and depends on viewing angle

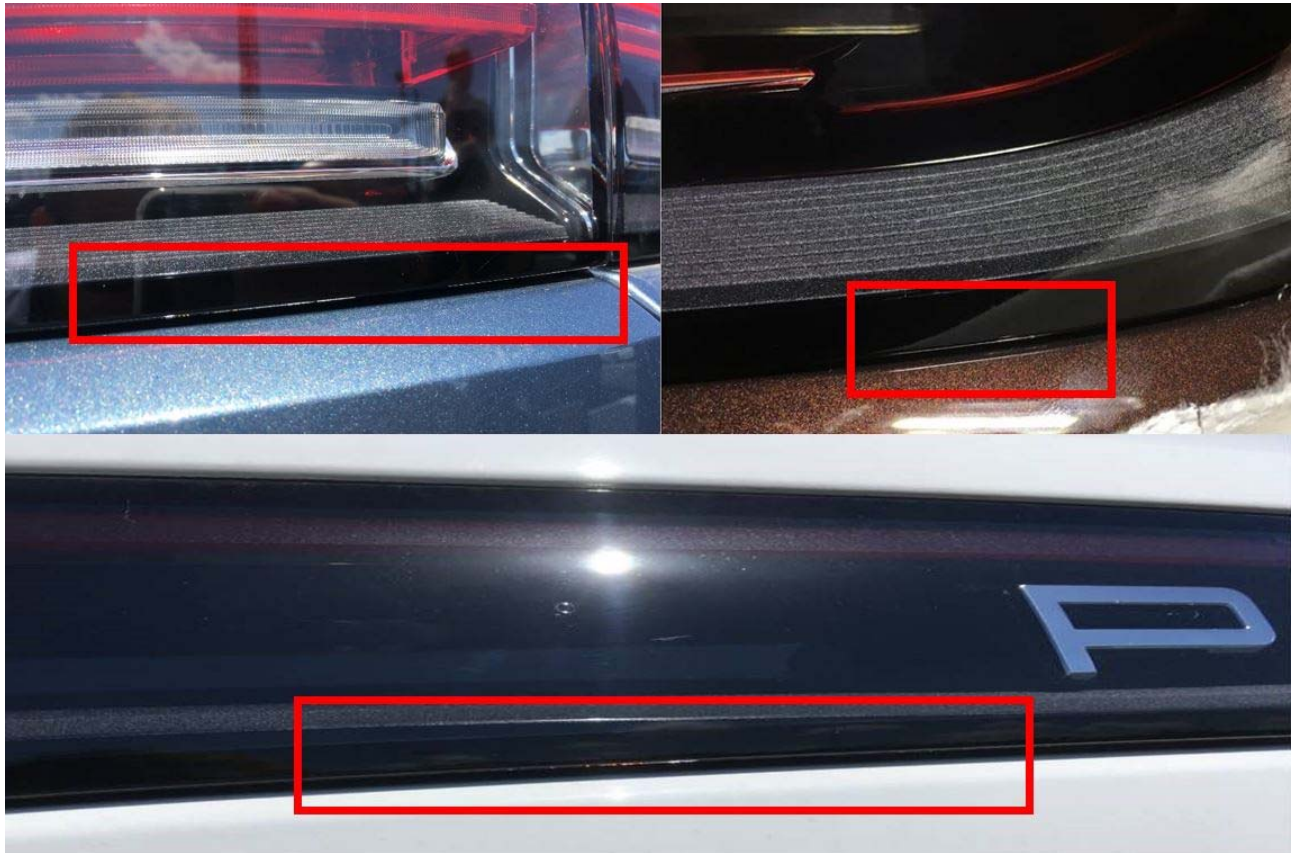
Result of assessment/Instruction:

- Do not replace tail lights



Information

Tail lights with only a slight visual defect cannot be replaced under warranty or goodwill.



Severity example 1: Slight defect

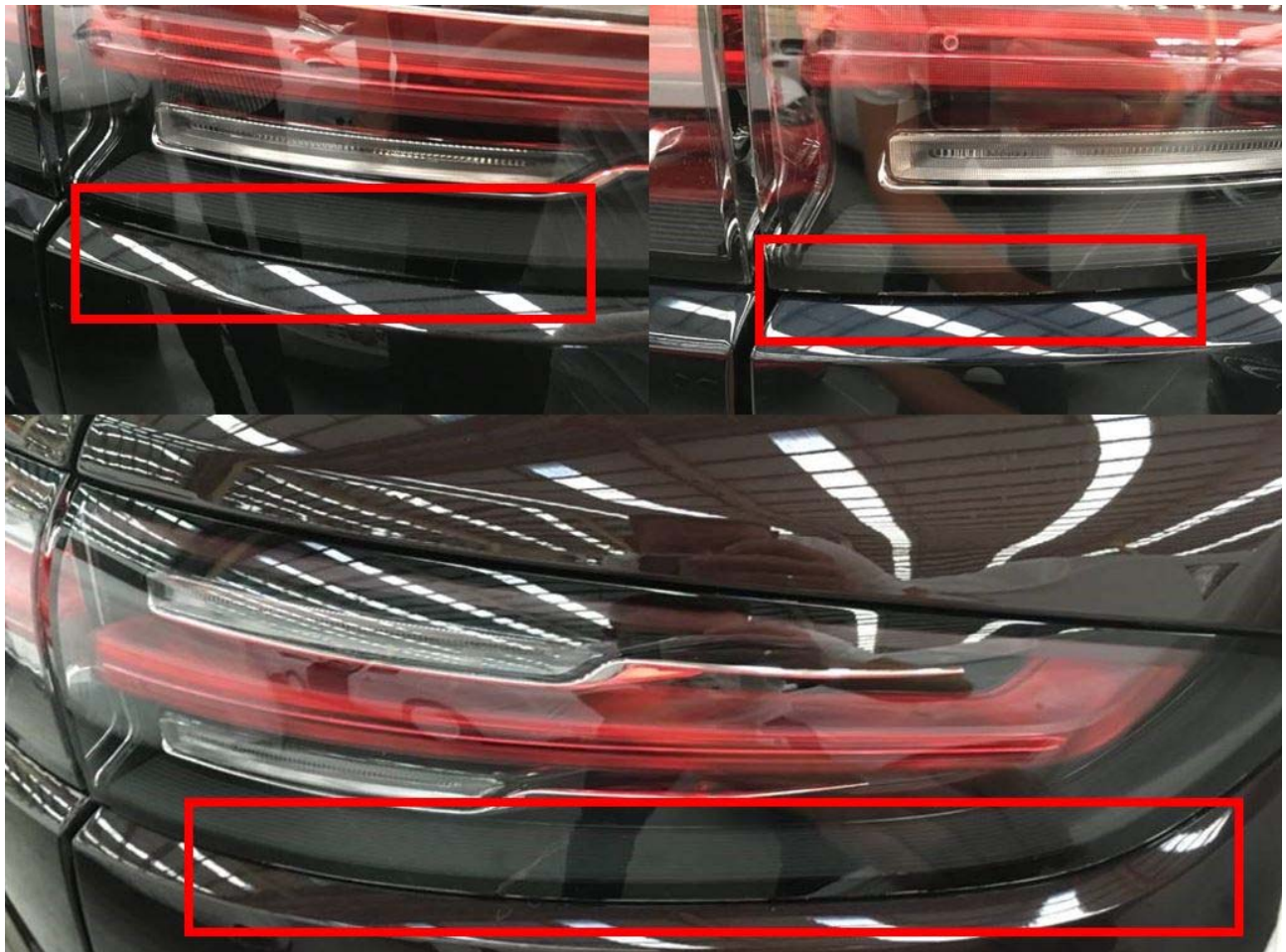
Severity Level 2: **Moderate to significant defect - Replace tail light**

Assessment criteria:

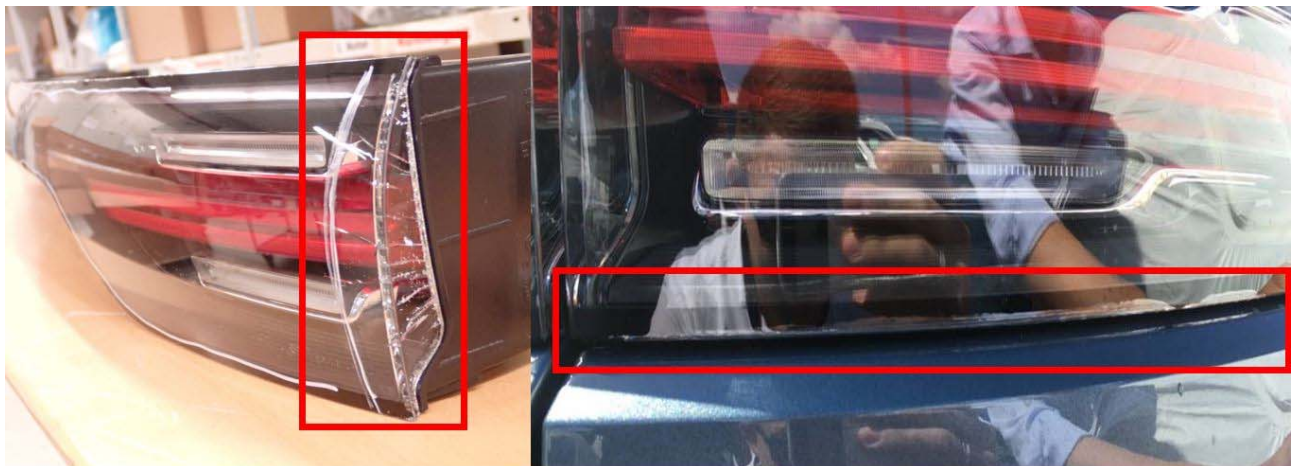
- Type of defect: Significant "Shining line" (edge at material joint shining) or noticeable to significant delamination (black material peeling off and showing first signs of cracking) **and/or** "shell fractures" (round fractures) **and/or** visible cracks in the material
- Extent of defect: Single defect **and/or** several defects/widespread defects
- Defect detection: Visual inspection finds clear defect (at a distance of 1 meter, for example) **or** defect visible even without checking (clearly visible at a distance of 1-2 meter)
- Visibility of defect: Visible by focussing on the defect **or** visible by looking at the rear of the whole vehicle

Result of assessment/Instruction:

- Replace affected tail light(s), for instructions, see ⇒ *Workshop Manual 'Removing and installing tail light'* ⇒ *Workshop Manual 'Removing and installing tail light (rear lid)'*



Severity example 2.1: Moderate defect



Severity example 2.2: Significant defect

Parts required

Parts Info:	Part No.	Designation - Use	Qty.
	00004391193	⇒ Left tail light - Vehicles with standard tail lights	1 ea.
	00004391194	⇒ Right tail light - Vehicles with standard tail lights	1 ea.
	00004391195	⇒ Tail light on tailgate - Vehicles with standard tail lights	1 ea.
	or		
	9Y0945095K	⇒ Left tail light - Vehicles with darkened tail lights (I-no. 8SB)	1 ea.
	9Y0945096K	⇒ Right tail light - Vehicles with darkened tail lights (I-no. 8SB)	1 ea.
	9Y0945081R	⇒ Tail light on tailgate - Vehicles with darkened tail lights (I-no. 8SB)	1 ea.

Invoicing

For documentation and warranty invoicing, enter the labor operations, PQIS coding and part numbers specified below in the warranty claim:

APOS	Labor operation	I No.
94314901	Reworking tail light at the left (checking and removing and installing)	
94314902	Reworking tail light at the right (checking and removing and installing)	
94314903	Reworking tail light in tailgate (checking and removing and installing)	
94315000	Reworking tail lights at the left + right (checking and removing and installing)	
94315001	Reworking tail lights at the left + in tailgate (checking and removing and installing)	
94315002	Reworking tail lights at the right + in tailgate (checking and removing and installing)	
94315003	Reworking tail lights at the left, right + in tailgate (checking and removing and installing)	

Location (FES5)	94310	Tail light
Damage type (SA4)	1500	Cracked/broken



Information

During warranty processing, please note that the tail lights are covered by an extended warranty for the affected vehicles. The warranty claim must therefore be submitted in accordance with the information provided under ⇒ *Technical Information 'OX0000 Warranty information: Extended warranty for tail lights (64/20)'*.

- References:
- ⇒ *Workshop Manual 'OX0000 Removing and installing tail light'*
 - ⇒ *Workshop Manual 'OX0000 Removing and installing tail light (rear lid)'*

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