
Squeaking / Creaking from Seat Back Cover

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2019 - Present	9YA/ 9YB	N/A	N/A

Revision History

Revision	Release Date	Changes
0	November 17, 2020	Original document

Condition

The customer complains of squeaking / creaking from the seat back area.

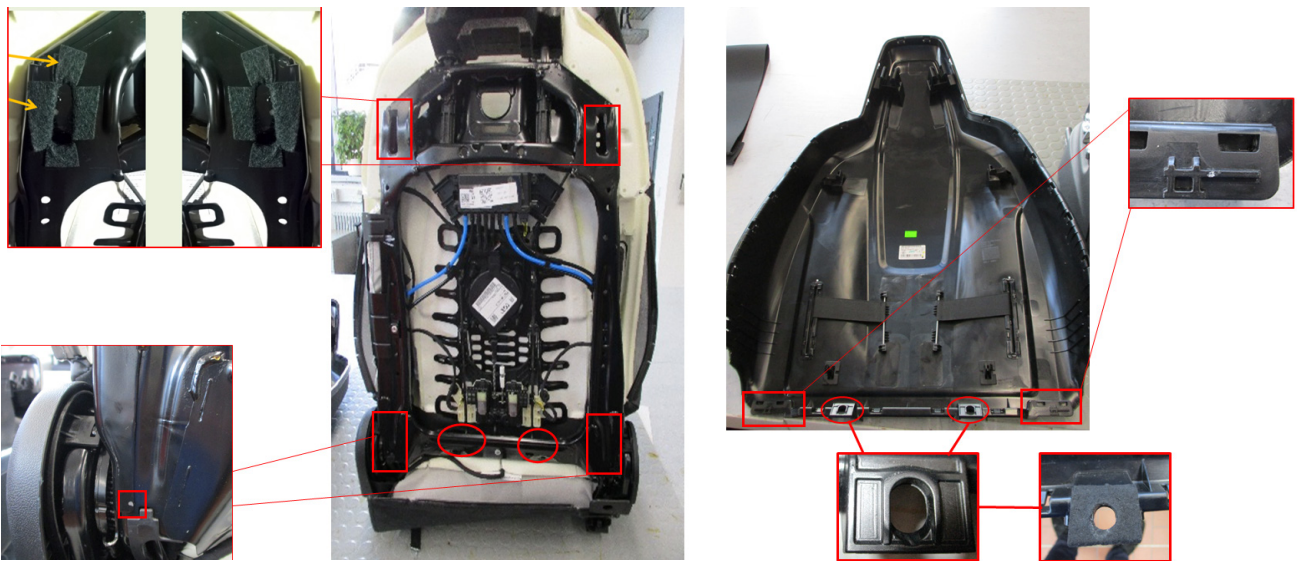
Technical Background

Contact between the plastic seat back cover and metal frame makes noise as a result of the stick-slip effect. Insulating the contact points with felt will remedy the noise.

Service Information

Use felt tape to insulate three pairs of contact points

1. The first pair is around the large holes at the top of the seat back frame.
2. The bottom of the seat back cover has two tabs in the center area that attach to metal tabs on the lower bar.
3. There are two contact areas at the bottom outer area of the seat back cover that also need insulating.



Production Solution

The two large holes at the top of the seat frame have been insulated in production, as shown in the photos, since 10-27-2020. The other points have not been insulated in production at this time.

Warranty

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.
72261901	Backrest cover removal (left)	
72261902	Backrest cover removal (right)	
72194199*	Backrest frame touch up (If one side)	
72194299*	Backrest frame touch up (If both sides)	

*Time units claimed must be based on separate identifiable time punches for applying felt to the contact points.

PQIS coding:

Location (FES5)	72260	Backrest Cover
Damage type (SA4)	2014	Rattles

Search Items

Cayenne; seat noise; seat back; squeak; creak

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