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**Symptom – Body Exterior – Creaking / Squealing When Door Handle Moves In or Out:  
Observe Specified Procedure (SY 42/21)**

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Model Line: **911 Carrera (992)**

Model Year: **As of 2020**

Equipment: **Central locking, "Keyless Entry" (M-no. 4F2 / 4F6)**

Concerns: **Door handles**

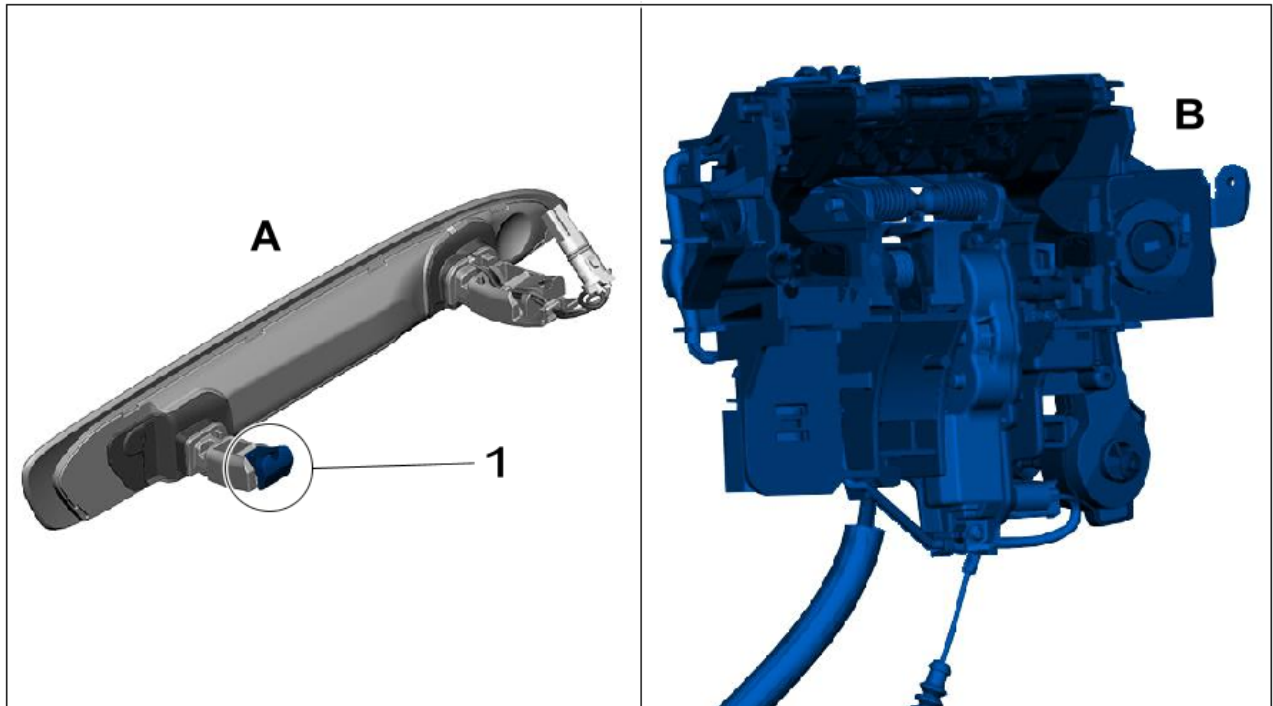
Symptom: The customer complains about creaking or squealing when the door handle moves in or out.

Cause: This may be caused by a defect in the following components:

- Door handle mount
- Door handle (inner part) – (support bow)

Remedial Action: Check door handles for noises and repair them if necessary.

## Component overview



*Door handle mount and door handle (inner part) – (support bow)*

- A – Door handle
- 1 – Door handle mount
- B – Door handle (inner part) – (support bow)

## Parts required as needed

Parts Info:	Part No.	Designation – Use	Qty.
	9J1898039	⇒ Door handle repair kit – left	1 ea.
	9J1898040	⇒ Door handle repair kit – right	1 ea.
		<b>Only if door handle (inner part) – (support bow) is replaced:</b>	
	992837885AY	⇒ Support bow – left (M-no. LOL)	1 ea.
		<b>or</b>	

992837885G	⇒ Support bow – right (M-no. LOL)	1 ea.
	<b>or</b>	
992837886AY	⇒ Support bow – right (M-no. LOR)	1 ea.
	<b>or</b>	
992837886F	⇒ Support bow – left (M-no. LOR)	1 ea.
	<b>Only required for front left support bow for M-no. LOL or front right support bow for M-no. LOR</b>	
N 91017402	⇒ Hex flange bolt with multiple-tooth head, M8 x 22 – Door lock	2 ea.

### Checking door handles for noises

Work Procedure: 1 Move door handles in and out of the door panel **10** times using the radio key or door lock button.

Result of check		Action required
(✓)	No noises can be heard.	The door handles are all right. <b>End of remedial action.</b>
(✗)	You will hear noises.	Continue with Step 2.

#### 2 Locate noises.

- 2.1 Pull the corresponding door handle ⇒ *Door handle - 1* - out as far as possible and hold it in this position.
- 2.2 Close the door and lock and unlock the vehicle several times.



#### Information

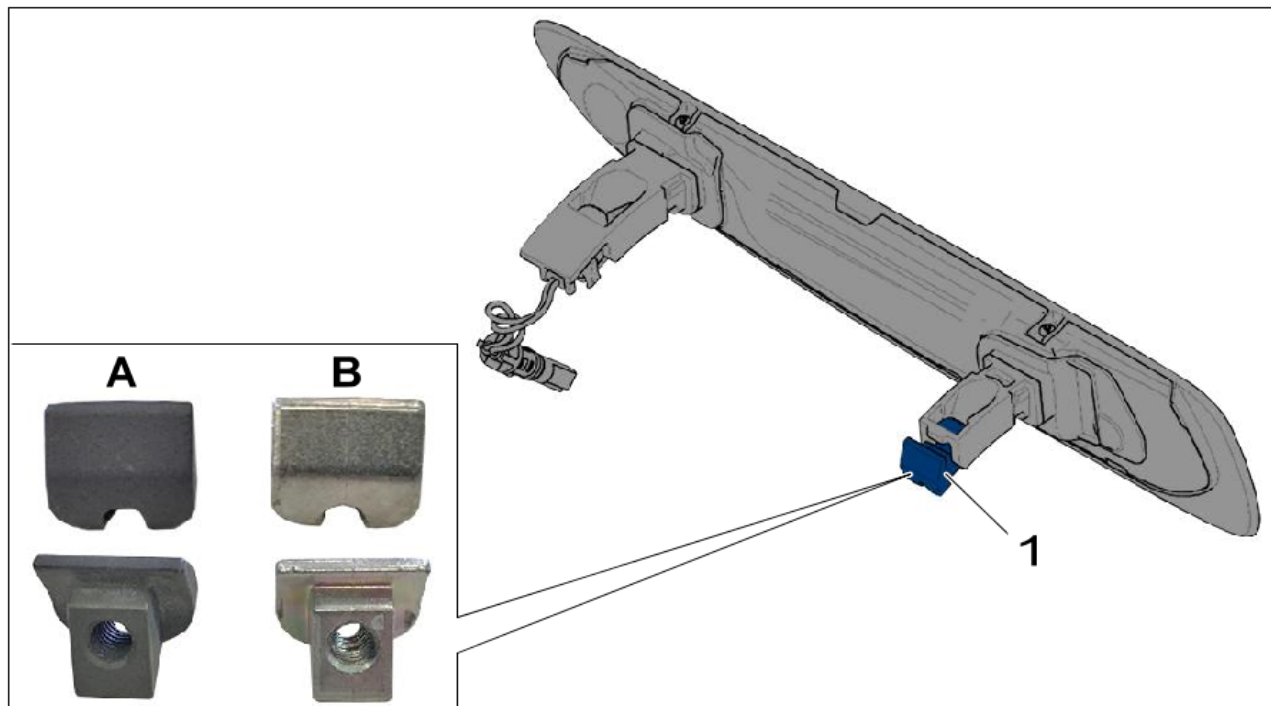
In this way, only the side hinge of the door handle (inner part) moves.



*Door handle*

Result of check		Action required
(✓)	No noises can be heard during this process.	Door handle mount damaged. Replace mounts of <b>all door handles</b> , see ⇒ <i>Technical Information 'Replacing mounts of exterior door handles'</i> .
(✗)	Noises can be heard during this process.	Door handle (inner part) damaged. <ul style="list-style-type: none"> <li>Replace the corresponding door handle (inner part); see ⇒ <i>Workshop Manual '57111903 Removing and installing door handle (inner part)'</i>.</li> </ul> <b>and</b> <ul style="list-style-type: none"> <li>Replace mounts of <b>all door handles</b>, see ⇒ <i>Technical Information '57111903 Replacing mounts of exterior door handles'</i>.</li> </ul>

### Replacing mounts of all door handles



Door handle mount

- 1 – Door handle mount
- A – New door handle mount (with coating)
- B – Old door handle mount (without coating)

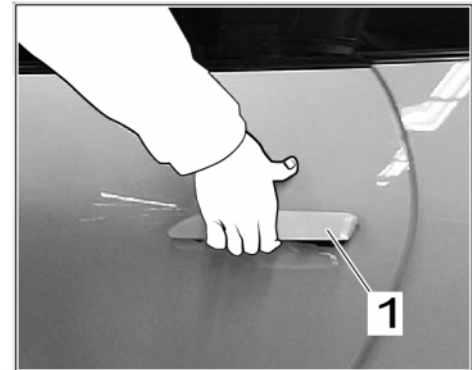
Work  
Procedure:



### Information

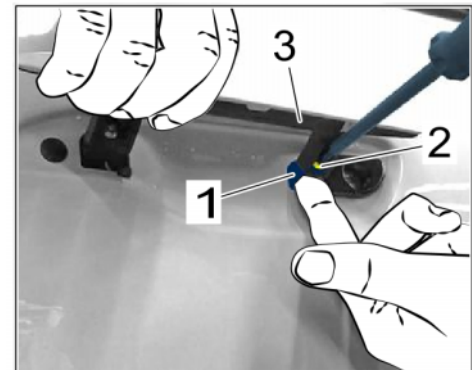
You will need a second mechanic to help you with this repair.

- 1 Pull the corresponding door handle ⇒ *Door handle -1-* out as far as possible and hold it in this position.



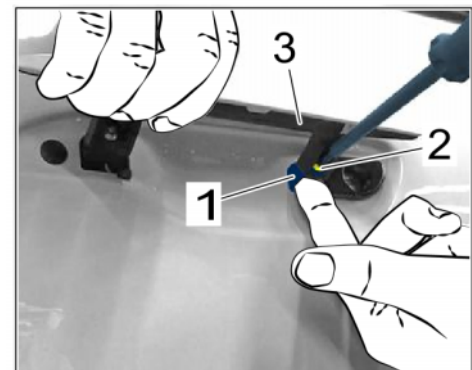
*Door handle*

- 2 Remove door handle mount ⇒ *Door handle mount -1-*.
  - 2.1 Support the door handle mount ⇒ *Door handle mount -1-* with your index finger.
  - 2.2 Unscrew screw ⇒ *Door handle mount -2-* and set aside.
  - 2.3 Remove door handle mount ⇒ *Door handle mount -1-* downwards from the door handle ⇒ *Door handle mount -3-*.



*Door handle mount*

- 3 Install **new** door handle mount ⇒ *Door handle mount -1-*.
  - 3.1 Place door handle mount ⇒ *Door handle mount -1-* on index finger and position it on the door handle ⇒ *Door handle mount -3-*.
  - 3.2 Screw in screw ⇒ *Door handle mount -2-* and tighten to **Tightening torque 2 Nm (1.5ftlb.)**.
- 4 Repeat the process for other door handles.



*Door handle mount*

**Invoicing**

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.
57110240	Checking door handles	
57115040	Reworking door handles	
57111903	Removing and installing left door handle	
57111904	Removing and installing right door handle	

PQIS coding:

<b>Location (FES5)</b>	57110	Door handle
<b>Damage type (SA4)</b>	2000	Noises

Parts Info:

Part No.	Designation	Qty.
9J1898039	Door handle repair kit	1 ea.
9J1898040	Door handle repair kit	1 ea.
<b>Only if door handle (inner part) is replaced:</b>		
992837885AY	Supporting bow	1 ea.
<b>or</b>		
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992837886AY	Supporting bow	1 ea.
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992837886F	Supporting bow	1 ea.
<b>Only required for front left support bow for M-no. LOL or front right support bow for M-no. LOR</b>		
N 91017402	Hex flange bolt with multiple-tooth head, M8 x 22 – Door lock	2 ea.

References: ⇒ *Workshop Manual '57111903 Removing and installing door handle (inner part)'*

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