

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

Change overview

Version	Date	Change
0	05/11/2021	<ul style="list-style-type: none"> • First publication
1	08/09/2021	<ul style="list-style-type: none"> • 3D information added • Repair kit for fastening parts added

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:

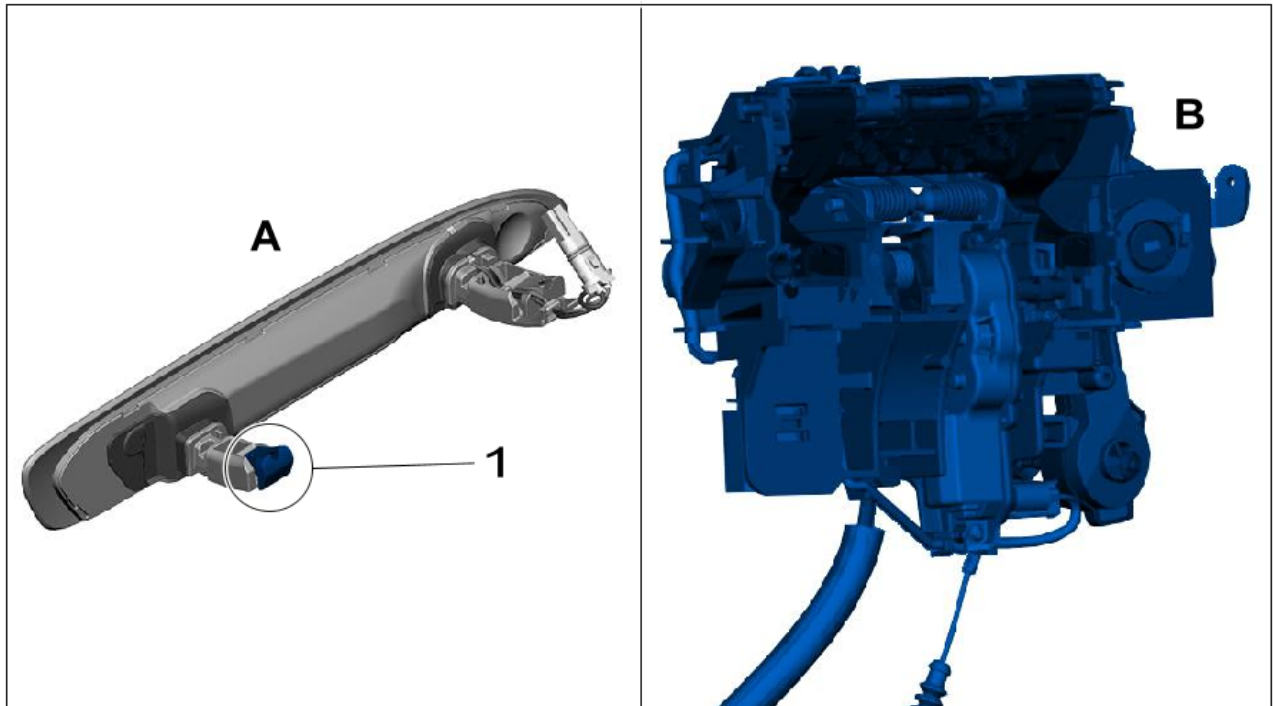
- Door handle mount
- Door handle (inner part) – (support bow)

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

3D information: At the following link you will find a sound recording of a vehicle subject to a complaint, as well as a video of removing and installing the fastener on the door handle.

[5711IN Door handle information](#)

Component overview



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

LHD vehicle – Door handle
1 – Door handle mount

Parts required as needed

Parts Info:

Part No.	Designation – Use	Qty.
992898511	⇒ Repair kit for fastening adapter	1 ea.
Only if door handle (inner part) – (support bow) is replaced:		
992837885AY	⇒ Support bow – left (M-no. LOL)	1 ea.
or		
992837885G	⇒ Support bow – right (M-no. LOL)	1 ea.
or		

992837886AY	⇒ Support bow – right (M-no. LOR)	1 ea.
or		
992837886F	⇒ Support bow – left (M-no. LOR)	1 ea.
Only required for front left support bow for M-no. LOL or front right support bow for M-no. LOR		
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. End of remedial action.
(✗)	You will hear noises.	Continue with Step 2.

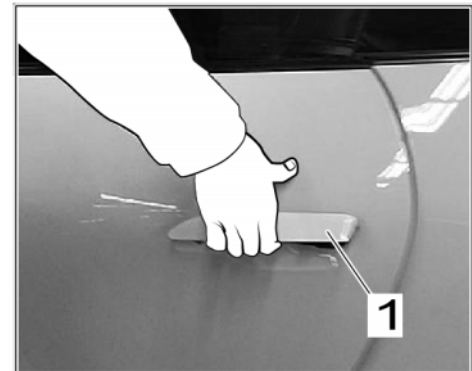
2 Locate noises.

- 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

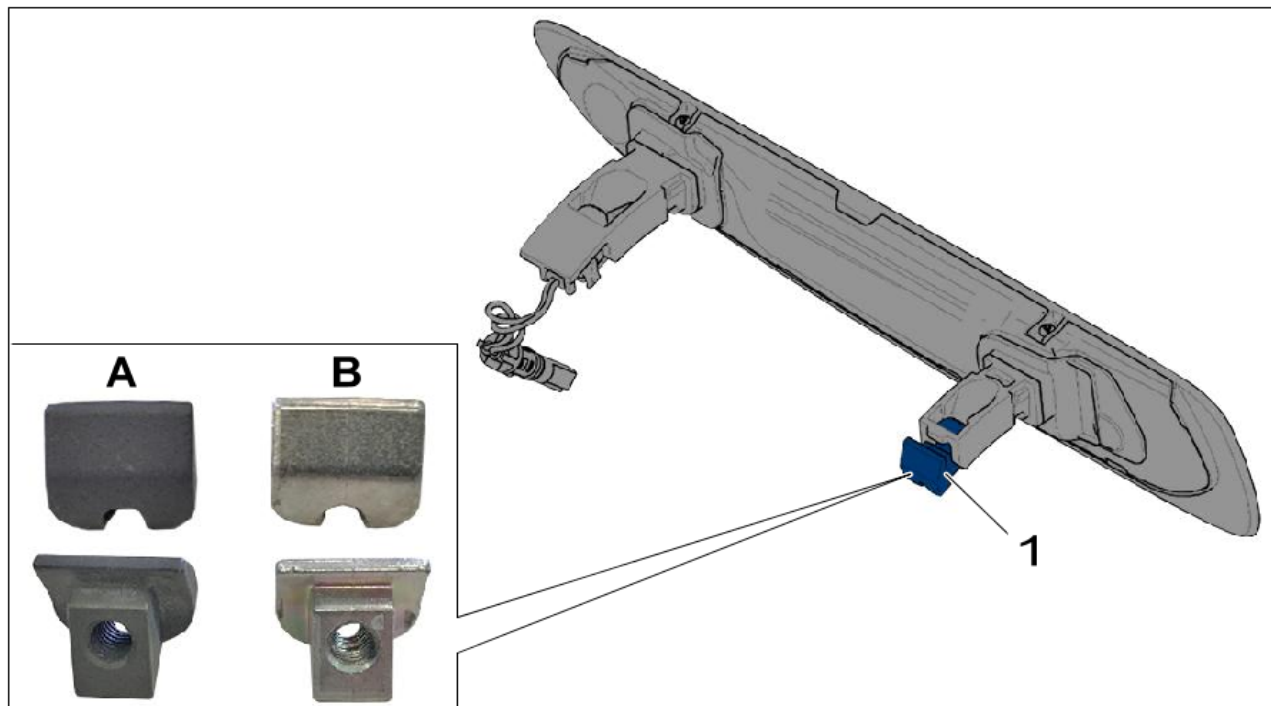
In this way, only the side hinge of the door handle (inner part) moves.



Door handle

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

Replacing mounts of all door handles



Door handle mount

1 – Door handle mount

LHD vehicle – New door handle mount (with coating)

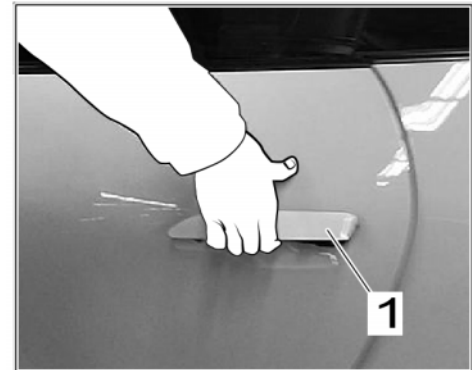
Work
Procedure:



Information

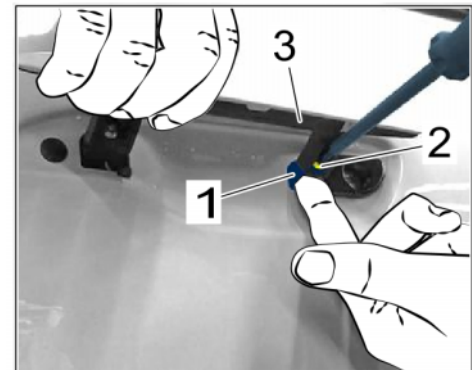
You will need a second mechanic to help you with this repair.

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



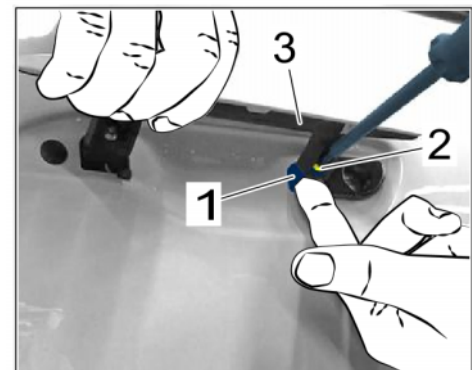
Door handle

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



Door handle mount

- 3 Install **new** door handle mount \Rightarrow *Door handle mount -1-*.
 - 3.1 Place door handle mount \Rightarrow *Door handle mount -1-* on index finger and position it on the door handle \Rightarrow *Door handle mount -3-*.
 - 3.2 Screw in screw \Rightarrow *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:

Location (FES5)	57110	Door handle
Damage type (SA4)	2000	Noises

Parts Info:	Part No.	Designation	Qty.
	992898511	Repair kit for fastening adapter	1 ea.
		Only if door handle (inner part) is replaced:	
	992837885AY	Supporting bow	1 ea.
		or	
	992837885G	Supporting bow	1 ea.
		or	
	992837886AY	Supporting bow	1 ea.
		or	
	992837886F	Supporting bow	1 ea.
		Only required for front left support bow for M-no. LOL or front right support bow for M-no. LOR	
	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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