

Complaint – Creaking Noise from Driver or Passenger Footwell: Reworking Floorpan (98/21)

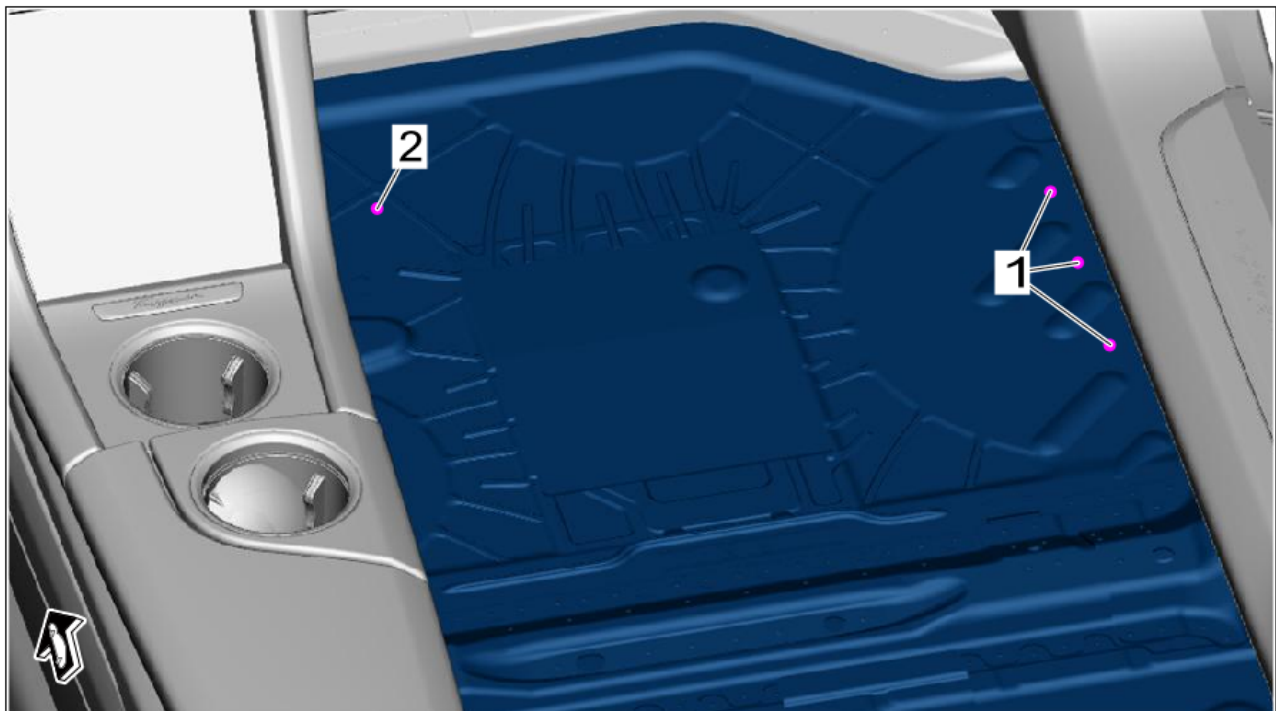
Model Line: **Taycan (Y1A/Y1B)**

Model Year: **As of 2020 up to 2021**

Concerns: **Floorpan**

Information: When load is placed on the floorpan of the vehicle and release (e.g. when getting in and out of the vehicle), a creaking noise can be heard from the driver or passenger footwell. This is caused by the floorpan bending downwards and then popping back to its original position.

Action required: In the case of a customer complaint, re-press the floorpan on the relevant side in order to increase rigidity.



Overview of floorpan (in right footwell as example)

- 1 – Re-pressing position 1 (a total of 3 positions)
- 2 – Re-pressing position 2 (one position, only if required)

Required tools

- Tools:
- Plastic hammer
 - Drift punch 8 mm

Required parts and materialsParts Info: **Required parts on each side**

Part No.	Designation – Use	Qty.
9A700748300	⇒ External hexalobular screw, M10 x 28	4 ea.
PAF912806	– Seat rail for front seat ⇒ Internal serration screw – Belt installing for three-point belt	1 ea.

Materials:	Part No.	Designation – Use	Qty.
	00004330516	⇒ Coolant additive 20 liter/ 5.28 gal	0.5 liter/ 16.9 fl oz

Preparatory work

Work Work Procedure: Remove high-voltage battery. ⇒ *Workshop Manual '270819 Removing and installing high-voltage battery'*

- Depending on which footwell is affected by the creaking noise, remove the relevant driver or passenger side carpet.
⇒ *Workshop Manual '70411901 Removing and installing driver side carpet'*
or
⇒ *Workshop Manual '70411902 Removing and installing passenger side carpet'*

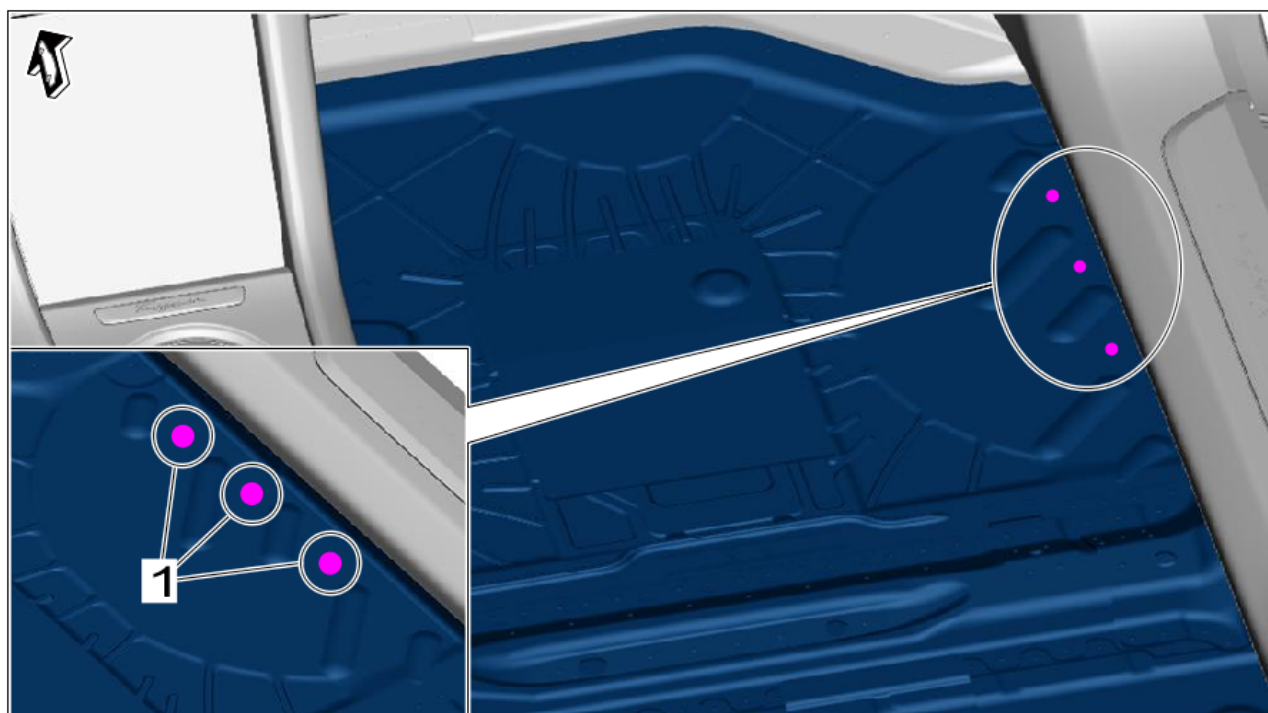
Re-pressing floorpan

Work Procedure:

**Information**

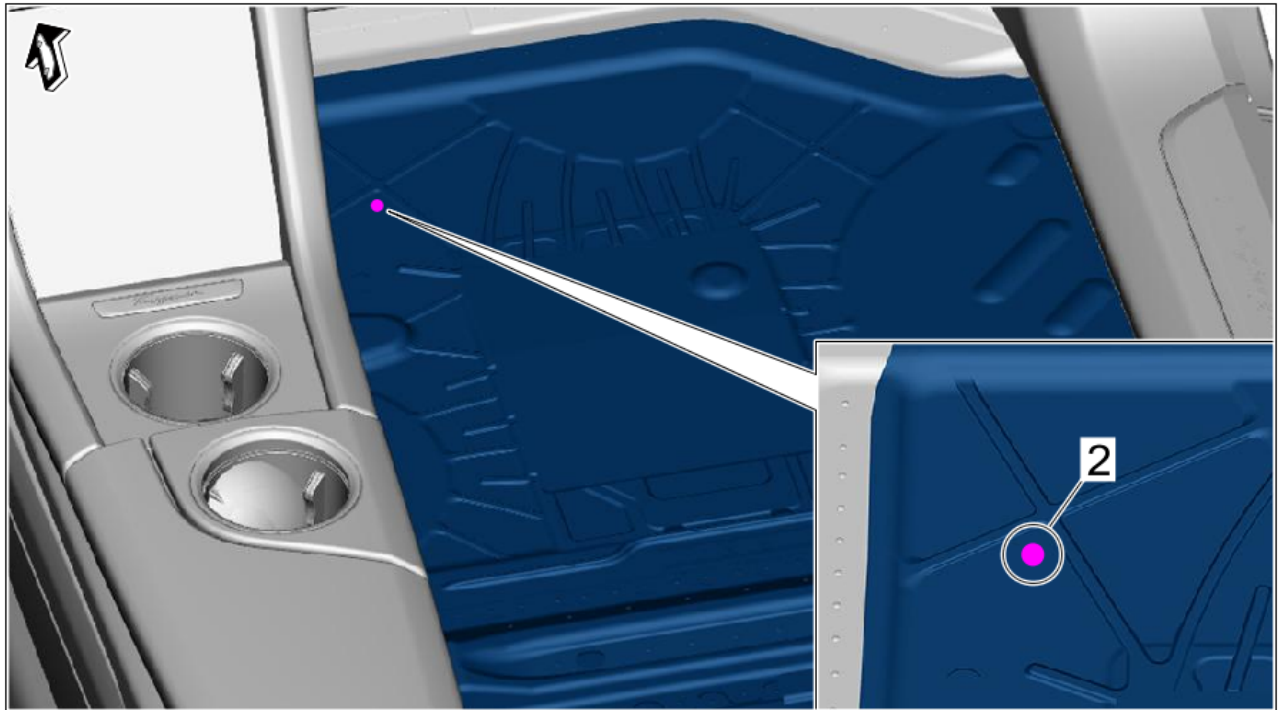
The procedure is described for the right-hand side of the vehicle as an example. The procedure on the left-hand side of the vehicle must be carried out in mirror image.

- Re-press the floorpan at position 1 (a total of 3 positions) using a plastic hammer and drift punch, with a single hammer stroke for each position. Be sure not to damage the coating on the floorpan. ⇒ *Floorpan position 1*



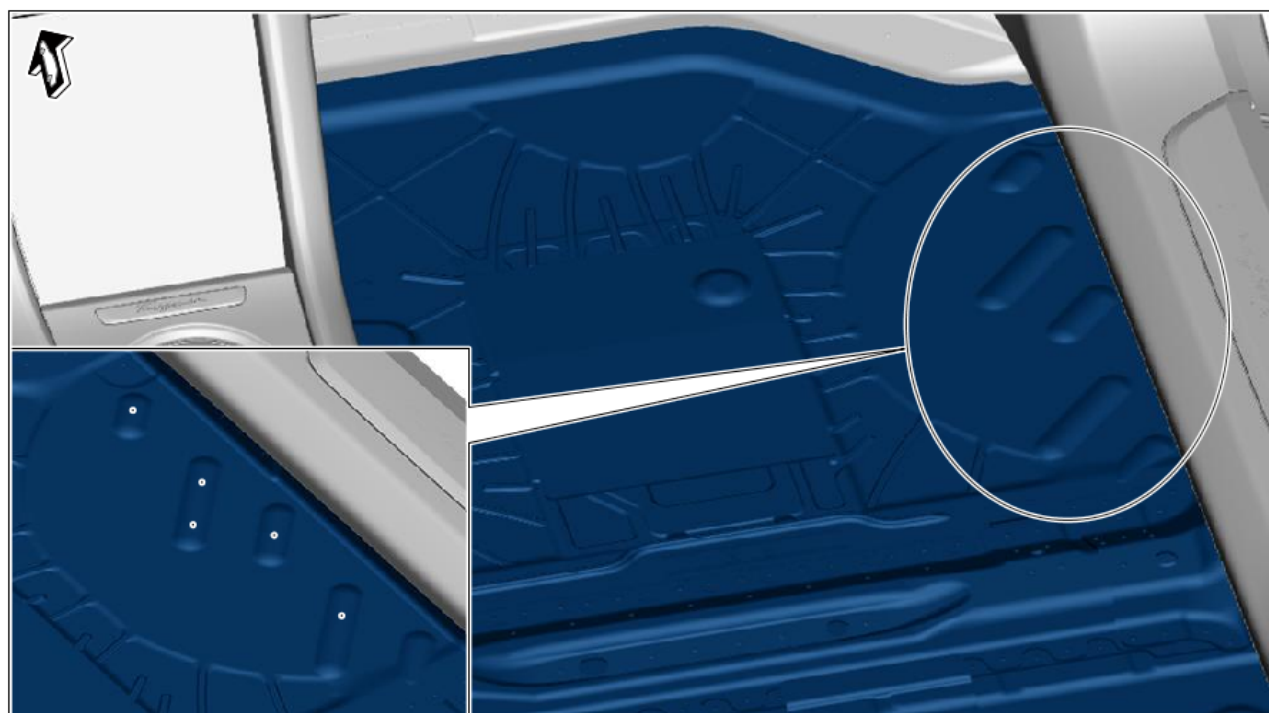
Floorpan position 1

- 2 Check whether the creaking noise still occurs by exerting pressure and releasing it.
- 3 If the creaking noise still occurs, re-press the floorpan at position 2 by striking with the hammer, again making sure not to damage the coating on the floorpan. ⇒ *Floorpan position 2*



Floorpan position 2

- 4 The creaking noise can still occur in some cases. If this is the case, also re-press the beads in the floorpan at the marked positions (a total of 5 positions) with a single hammer stroke in each position. Be sure not to damage the coating on the floorpan. ⇒ *Beads in floorpan*



Beads in floorpan

Concluding work

- Work Procedure: 1 Install the appropriate carpet on driver or passenger side.
 ⇒ *Workshop Manual '70411901 Removing and installing driver side carpet'*
or
 ⇒ *Workshop Manual '70411902 Removing and installing passenger side carpet'*
- 2 Install high-voltage battery. ⇒ *Workshop Manual '270819 Removing and installing high-voltage battery'*

Invoicing

Invoicing: For documentation and warranty invoicing, select the work items listed below depending on the specific action carried out, entering PQIS coding and part numbers specified below in the warranty claim:

APOS	Labor operation	I No.
51734941	Reworking front left floorpan	
51734942	Reworking front right floorpan	
51734943	Reworking front left floorpan and bead	
51734944	Reworking front right floorpan and bead	

PQIS coding:

Location (FES5)	51480	Center side member
Damage type (SA4)	3011	Dent, bulge

Part No.: **Required parts on each side**

Part No.	Designation	Qty.
9A700748300	External hexagon round-head bolt M10 x 28	4 ea.
PAF912806	Internal serration screw	1 ea.
00004330516	Coolant additive	0,1 ea.

References: ⇒ *Workshop Manual '270819 Removing and installing high-voltage battery'*
 ⇒ *Workshop Manual '70411901 Removing and installing carpet on driver's side'*
 ⇒ *Workshop Manual '70411902 Removing and installing carpet on passenger's side'*

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