

992 Poor Ground Leads to Starting Issue

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911 Carrera	As of 2020 up to 2021	992	N/A	N/A

Revision History

Revision	Release Date	Changes
0	October 26, 2021	Original document

Condition

The customer reports that the vehicle does not start consistently on command, as expected. There are also rare reports that some customers have experienced a failed restart during the start/stop cycle. The workshop confirms the condition reported by the customer.

Technical Background

This 'no-start' issue is typically not related to starter performance. Instead, this particular issue is more likely due to poor electrical contact at ground strap to the engine. One or more of the following conditions typically cause this issue. (This list is in order of more likely root cause to less likely root cause. Please diagnose your individual case accordingly.)

- a. More likely – Paint contamination and corrosion of the ground bolt or ground strap. Arcing exacerbates this corrosion. (See figures 1 and 2.)
- b. Less likely – A loose ground bolt. Sometimes the factory has not sufficiently tightened this bolt.
- c. Less likely – A defective starter (rare).

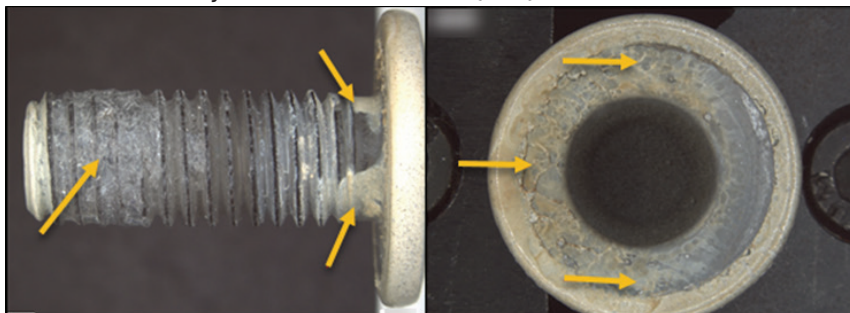


Figure 1 - Ground bolt with paint contamination. (Before arcing has occurred.)



**Figure 2 - Ground strap and bolt after arcing occurs. (Corrosion has increased).
These parts are from a vehicle that would not start.**

Service Information

Do not replace the starter unless you are certain this is the causative part. In the vast majority of cases, the starter is functioning well. Instead, examine the ground for sufficient electrical contact. Make repairs to ensure good contact.

Porsche plans for a permanent solution to this issue in the near future. Until this solution is available, please consider the following recommendations.

- Check for good electrical connectivity at the ground strap and bolt. Perform a voltage drop before removing it.
- Be sure to thoroughly brush and clean away all paint contamination from the ground strap and bolt. Use special tool VAS 6410 - Contact Surface Cleaning Set. Find tool information here: <https://porsche.snapon.com/special-tools-detail.aspx?itemId=21520163>
- Be sure to correctly tighten the ground bolt.

Once the permanent solution is available, we will update this bulletin.

Search Items

No-start, starter, start stop, breakdown, harness, body

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