

Symptom in Vehicle Interior – Seat Backrest Release Stiff or Actuating Lever (Loop) Torn: Checking and Replacing Backrest Frame (SY 121/21)

Model Line: **911 (992)**

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

Concerns: **Front-seat backrest frame**

Symptom: Customers complain that the front-seat backrest is difficult to release. There is a possibility that the loop can tear due to the great force exerted when actuating the seat backrest release.

Cause: The problem described here can occur if the specified screw sequence is not observed when installing the seat and if there are dimensional differences during production of the backrest frame as well as a high preload on the release unit.

Remedial Action: In the event of a customer complaint, check the front-seat backrest frame and replace it if necessary.

Date of introduction: Optimized backrest frames have been installed during production since June 17, 2021.

Parts required

Parts Info:



Information

The part numbers of the backrest frames and actuating levers (loops) have not changed. The affected components are no longer used and the bearings are already supplied with the optimized backrest frames and loops.

Part No.	Designation – Location	Qty.
992881511Y	⇒ Backrest frame with backrest adjusting motor – Left front seat	1 ea.
	or	
992881512Y	⇒ Backrest frame with backrest adjusting motor – Right front seat	1 ea.
	and	
9A7007483	⇒ External hexagon round-head bolt, M10 x 28 – Front seat	4 ea.

9A7007867	⇒ Hexagon socket head bolt, M10 x 14 – Front seat	4 ea.
992881363C	⇒ Support – Left front seat	1 ea.
	or	
992881364C	⇒ Support – Right front seat	1 ea.
	and	
992881236A	⇒ Actuating lever (loop) in the required color variant:	1 ea.
OP3	Atacama Beige	
8YR	Black	
DRM	Black/Guards Red	
DSZ	Black/Silver	
HOD	Black/Chalk	
OG6	Bordeaux Red	
OH7	Graphite Blue	
OL8	Chalk	
OQ9	Iceland green	
OT2	Truffle Brown	
OT5	Mojave	
OU6	Slate Grey	
OZ3	Agave Green	
QL0	Black/Speed Blue	
TBP	Graphite Blue/Chalk	
TBQ	Bordeaux Red/Chalk	
TBR	Truffle Brown/Chalk	
TDH	Agave Green/Chalk	
TGV	Slate Grey/Chalk	

Checking and replacing backrest frame

Work Procedure: 1 Check whether the front-seat backrest release is stiff and whether the actuating lever (loop) is torn.

- If it is stiff, replace the backrest frame and actuating lever (loop).



Information

The new backrest frames can be identified by the production date. Backrest frames produced from June 18, 2021 have already been optimized.

- Check the production date of the **new** backrest frame. ⇒ *Production date of backrest frame*
- Replace backrest frame. ⇒ *Workshop Manual '721955 Replacing backrest frame'*



Information

The screw sequence must always be observed.

- Replace actuating lever (loop). ⇒ *Workshop Manual '720719 Removing and installing backrest release'*



Information

The new actuating levers (loops) are more robust and must be used even if the loop is not torn or damaged.



Production date of backrest frame

Invoicing

Invoicing: For documentation and invoicing in the event of a warranty claim, specify the parts required and the relevant labor operations as well as the specified PQIS coding in the warranty claim, depending on which measure is required.

APOS	Labor operation	I No.
72171951	Removing and installing outer left air cushion for backrest	
72171952	Removing and installing outer right air cushion for backrest	
72171953	Removing and installing inner left air cushion for backrest	
72171954	Removing and installing inner right air cushion for backrest	
72195551	Replacing left backrest frame (without Q1J and Q2J)	

APOS	Labor operation	I No.
72195552	Replacing right backrest frame (without Q1J and Q2J)	
72195553	Replacing left backrest frame (with Q1J and Q2J)	
72195554	Replacing right backrest frame (with Q1J and Q2J)	
72365501	Replacing left lumbar-support motor (without seat heating)	
72365502	Replacing right lumbar-support motor (without seat heating)	
72365503	Replacing left lumbar-support motor (with seat heating)	
72365504	Replacing right lumbar-support motor (with seat heating)	
74161901	Removing and installing fan for front left seat backrest	
74161902	Removing and installing fan for front right seat backrest	
74171901	Removing and installing padding for front backrest at the left (without seat heating)	
74171902	Removing and installing padding for front backrest at the right (without seat heating)	
74171903	Removing and installing padding for front backrest at the left (with seat heating)	
74171904	Removing and installing padding for front backrest at the right (with seat heating)	

PQIS coding:

Location (FES5)	72070	Backrest release
Damage type (SA4)	3011	Dent, bulge

References: ⇒ *Workshop Manual '721955 Replacing backrest frame'*
 ⇒ *Workshop Manual '720719 Removing and installing backrest release'*

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