

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

Change overview:

Version	Date	Change
0	08/20/2021	<ul style="list-style-type: none"> First publication
1	08/02/2022	<ul style="list-style-type: none"> Information added under 'Procedure' for step "Affixing foam strips on high-voltage battery"

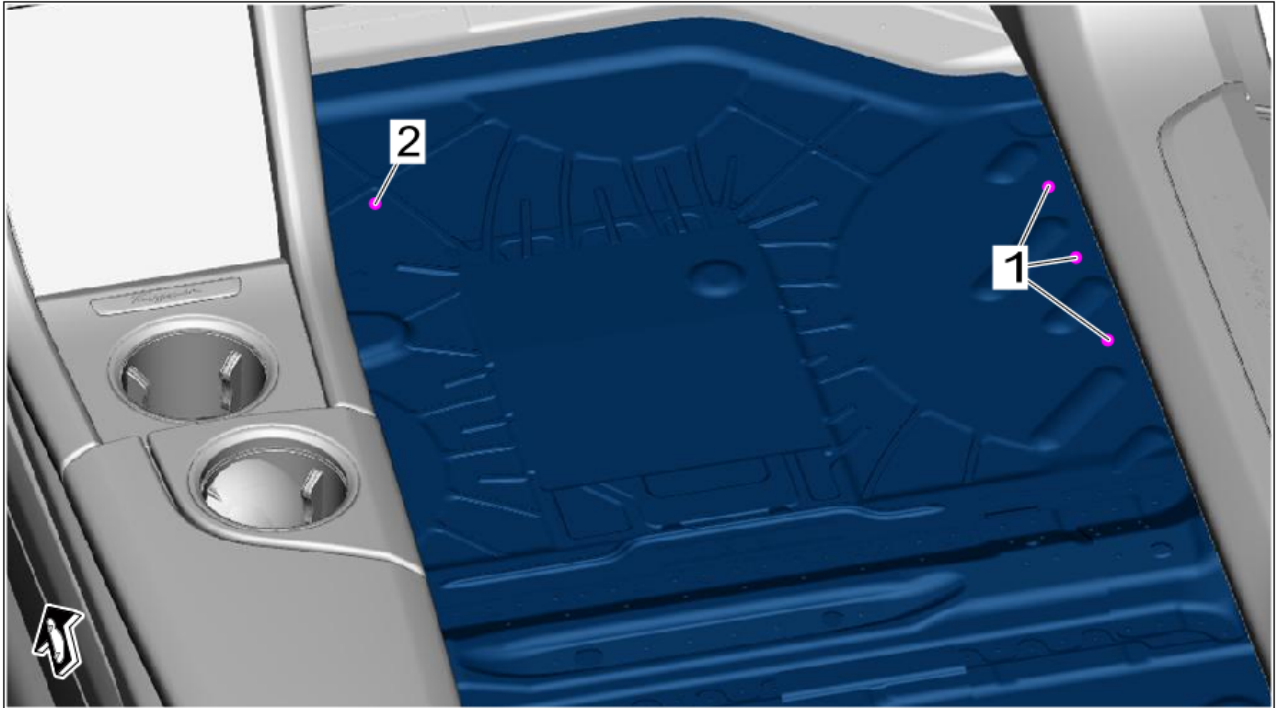
Model Series: **Taycan (Y1A / Y1B / Y1C)**

Model Year: **As of 2020 up to 2022**

Concerns: **Floorpan**

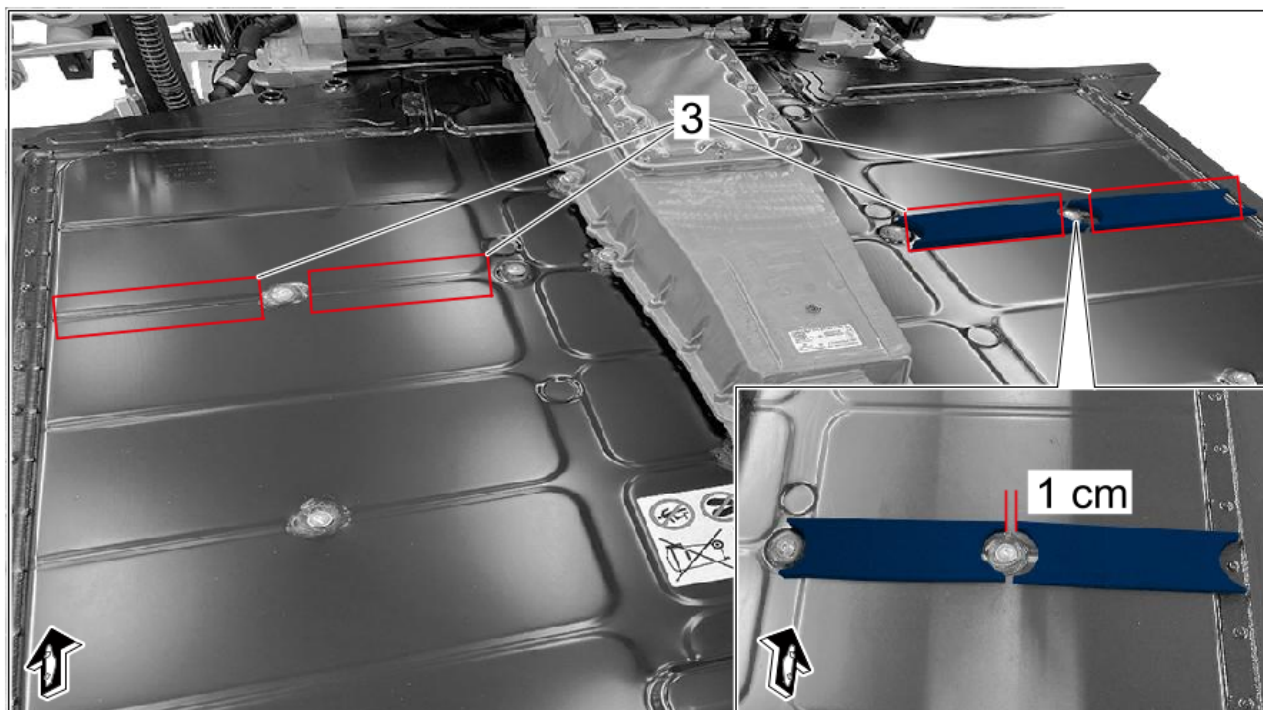
Information: Creaking noise can be heard from the driver's or passenger's footwell when the vehicle floor is loaded and relieved (e.g. when getting in and out of the vehicle). This is caused by the floor pan, which bends downwards and then jumps back to its original position.

Action required: In the event of a customer complaint, reshape the floor pan on the relevant side in order to increase rigidity.
Also attach 4 plastic foam strips to the high-voltage battery.



Overview of floorpan (example in right footwell)

- 1 – Re-stamping position 1 (3 places in total)
- 2 – Reshaping position 2 (one place , only if required)



Overview of bonding areas on foam strips

3 – Bonding position of foam strips (4 places in total)

Required tools

- Tool:
- Plastic hammer
 - Drift punch 8 mm

Required parts and materials

Parts Info: **Parts required on each side**

Part No.	Designation – Location of use	Number
9A700748300	⇒ External hexagon round-head bolt M10 x 28 – Seat rail for front seat	4 pieces
PAF912806	⇒ Internal serration screw – Belt installing for three-point belt	1 piece
9J1915448B	⇒ Insulation – High-voltage battery	4 pieces

Materials:	Part No.	Designation	Quantity
	00004330516	⇒ Coolant additive	20-liter/ 5.28 gal container (approx. 0.5 liter/ 16.9 fl oz required per vehicle)
	D 00940104	⇒ Cleaning solution or alternative (commercially available)	250 ml/ 8.45 fl oz container (approx. 25 ml/ 0.84 fl oz required per vehicle)

Preparatory work

- Work Procedure: 1 Remove high-voltage battery. ⇒ *Workshop Manual '270819 Removing and installing high-voltage battery'*
- 2 Depending on which footwell is affected by the creaking noise, remove the relevant carpet on the driver's or passenger's side.
⇒ *Workshop Manual '70411901 Removing and installing carpet on driver side'*
or
⇒ *Workshop Manual '70411902 Removing and installing carpet on passenger side'*

Reshape floorpan

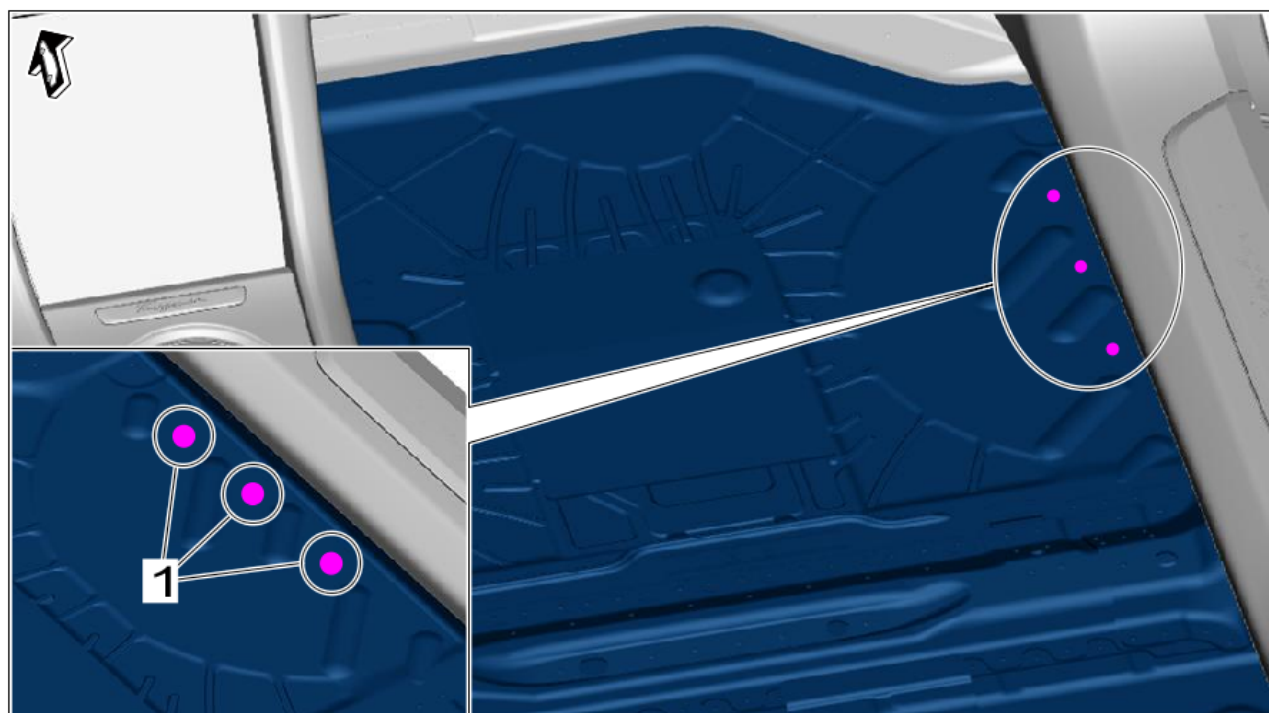
Work Procedure:



Information

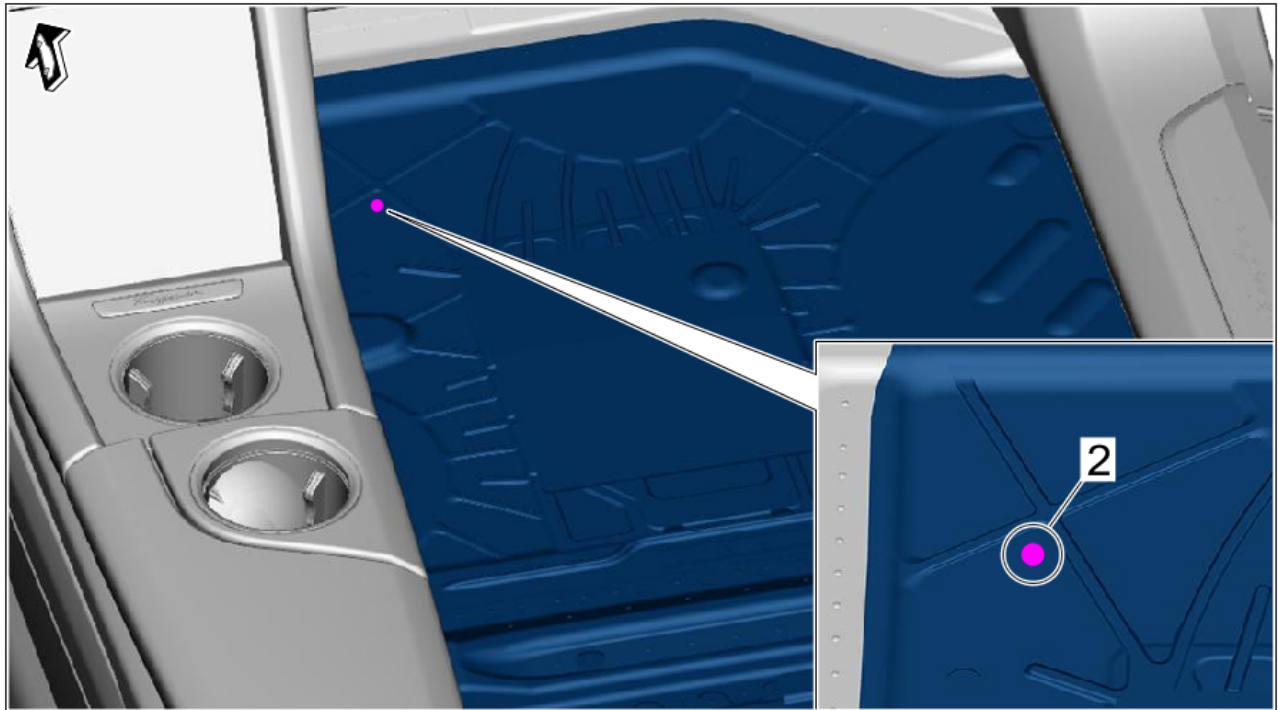
The procedure is described for the right-hand side of the vehicle as an example. The procedure on the left-hand side of the vehicle must be carried out in mirror image.

- 1 Re-shape the floorpan at position 1 (3 places in total) using a plastic hammer and drift by tapping it with a well-aimed hammer blow and making sure not to damage the coating on the floorpan. ⇒ *Floorpan position 1*



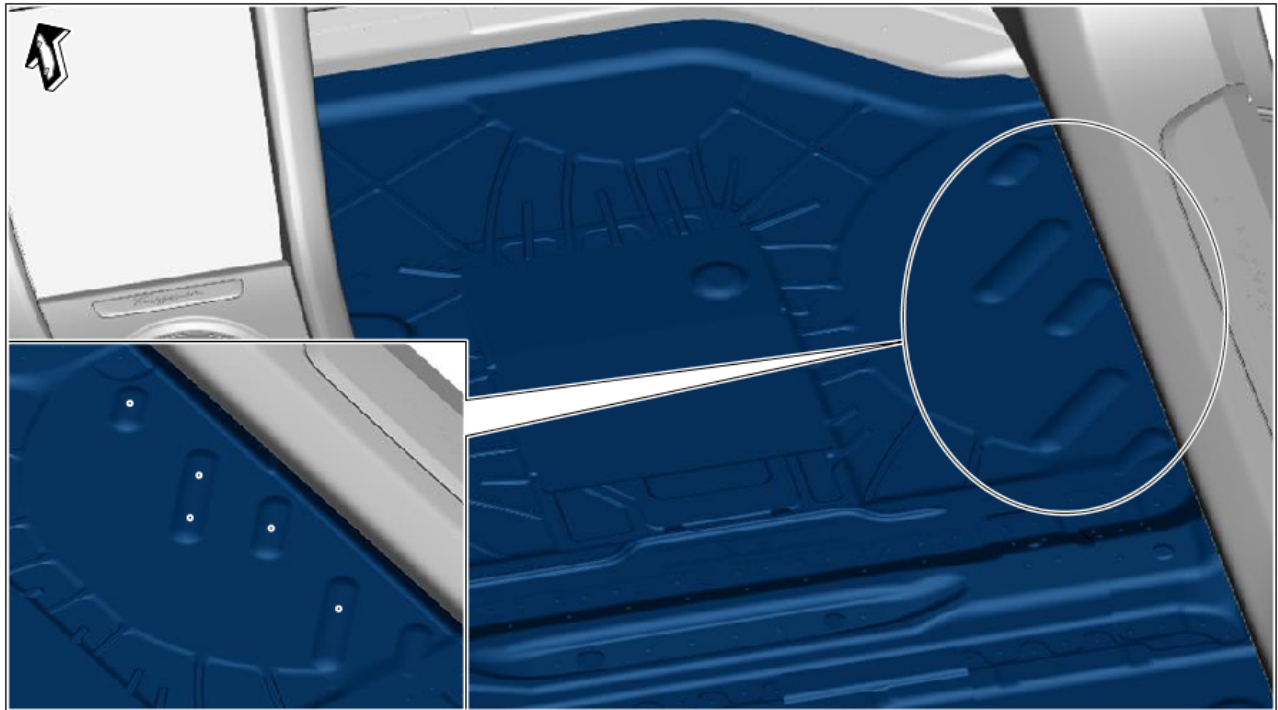
Floorpan position 1

- 2 Check whether there is still a creaking noise on applying pressure and load.
- 3 If the creaking noise is still present, re-shape the floorpan at position 2 using a well-aimed hammer blow and make sure not to damage the coating on the floorpan. ⇒ *Floorpan position 2*



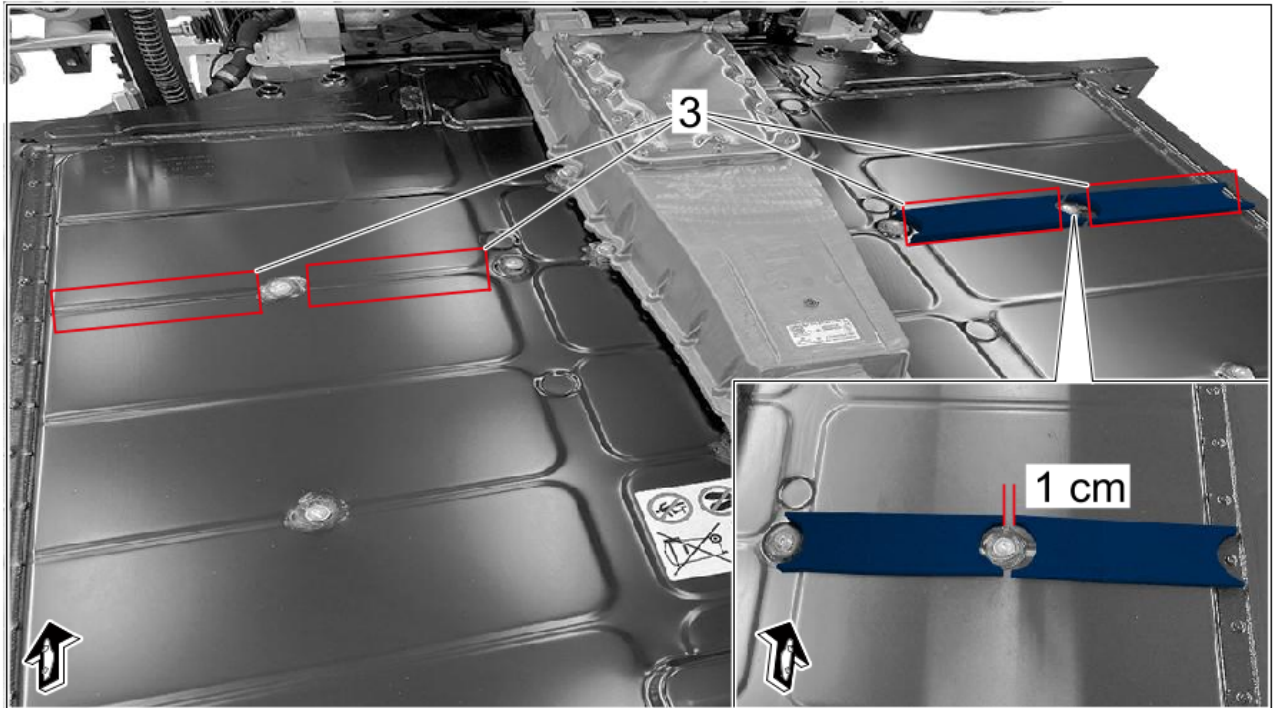
Floorpan position 2

- 4 The creaking noise can continue in some cases. If this is the case, also re-shape the beading in the floorpan at the marked positions (a total of 5 locations) by tapping it directly with a hammer and making sure not to damage the coating on the floorpan. ⇒ *Beading in floorpan*



Beading in floorpan

- 5 Clean bonding areas on the plastic foam strips on the high-voltage battery using an odor-neutral cleaning agent that is compatible with material (e.g. D00940104). ⇒ *Bonding areas on plastic foam strip*
- 6 Dry off the surface with a clean, lint-free cloth or leave it to dry off for a sufficient length of time.
- 7 Affix plastic foam strip in area ⇒ *Bonding areas on plastic foam strip-3-* on the high-voltage battery. When doing so, make sure to leave a gap of approx. 1 cm between the foam strips in order to drain the water.



Bonding areas on plastic foam strip

Concluding work

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

Invoicing

Invoicing: For documentation and invoicing in the case of a warranty claim, depending on the repair carried out in each case, specify the following work items and PCSS coding and part number in the warranty claim:

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

PCSS encryption:

Location (FES5)	51480	Center bottom rail
Damage type (SA4)	9735	repair in accordance with PAG instructions

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

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