

Outside Door Handle Cracks/Breaks

Vehicles Affected

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2019-2021	9YA/ 9YB	N/A	M Number 4F2, 4F6 Keyless Entry

Revision History

Revision	Release Date	Changes
0	October 27, 2020	Initial document
1	September 13, 2022	Content update

Customer Concern

The outside door handle may crack and break. It initially looks like the paint is cracking, but will grow to larger size cracks.



Technical Background

A material incompatibility in the handle itself has been found to cause this issue.

Service Information

The door handle should only be replaced, if the crack has become more than a hairline crack like the photo on the right.

9Y0.837.205.E G2X

9Y0.837.206.E G2X

Warranty

If the front door handle is defective, then the job line should be booked to 5711L or 5711R depending on which one failed. If both failed, then the job line must be booked to 57110.

If the rear door handle is defective, then the job line should be booked to 5811L or 5811R depending on which one failed. If both failed, then the job line must be booked to 58110.

As always, please document the repair completely in PCSS.

For this repair, please code the "cause" as follows:

Cause Location: 5711 -Outside door handle cracks/breaks

Use the following troubleshooting labor operation:

57111901 Door handle remove and reinstall (exterior front left)

57111902 Door handle remove and reinstall (exterior front right)

58111901 Door handle remove and reinstall (exterior rear left)

58111902 Door handle remove and reinstall (exterior rear right)

Additional Information

Please ensure pictures of the cracked handle(s) are attached to the PQIS job per policy guidelines.

Search Items

Door; handle; crack; break; paint

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