

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
2	September 14, 2022	Update of Service Information

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

Replace the door handle with the applicable part numbers listed below:

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

Important Notice: Technical Bulletins issued by Porsche Cars North America, Inc. are intended only for use by professional automotive technicians who have attended Porsche service training courses. They are written to inform those technicians of conditions that may occur on some Porsche vehicles, or to provide information that could assist in the proper servicing of a vehicle. Porsche special tools may be necessary in order to perform certain operations identified in these bulletins. Use of tools and procedures other than those Porsche recommends in these bulletins may be detrimental to the safe operation of your vehicle, and may endanger the people working on it. Properly trained Porsche technicians have the equipment, tools, safety instructions, and know-how to do the job properly and safely. Part numbers listed in these bulletins are for reference only. The work procedures updated electronically in the Porsche PIWIS diagnostic and testing device take precedence and, in the event of a discrepancy, the work procedures in the PIWIS Tester are the ones that must be followed.
