

**Complaint - Warning Message "Lift System Fault – Service required" in Instrument Cluster: Observe Specified Procedure (40/21)**

Revision: This bulletin replaces bulletin Group 4 40/21, dated March 2, 2021.

Model Year: **As of 2020**

Model Line: **911 Carrera (992)**

Equipment: **Front axle lift function (M-No. 2UH)**

Concerns: **Front-axle lift function**

Cause: The white warning message 'Lift system fault – Service necessary' appears in the instrument cluster and the entry '**C1365F8 - Measuring height fault (000302)**' can be stored in the fault memory of the front-axle lift system control unit. This fault type can occur if the vehicle was parked with the body front end raised.



**Information**

Always park the vehicle at the lowered position, as the upper holding position cannot be guaranteed over a long period of time with the engine stopped depending on the system. Further information on the front-axle lift system can be found in the relevant section of the Owner's Manual.

Action: If both error messages are displayed, perform ride height measurement and check.

**Required tools**

Tool:

- Battery charger with a current rating of **at least 90 A** and, if required, **also with a current and voltage-controlled charge map** for lithium starter batteries, e.g. **VAS 5908 battery charger, 90A**



**Information**

The 911 (992) may be equipped with a **lithium-ion 12V battery** (I-no. J2A).

**Lithium starter batteries** must only be charged using a **suitable battery charger** that has a current and voltage-controlled charge map.

For further information about the battery chargers to be used, see ⇒ *Workshop Manual '270689 Charging battery/vehicle electrical system'*.

**Ride height measurement and check**

Work Procedure: 1 Perform ride height measurement.

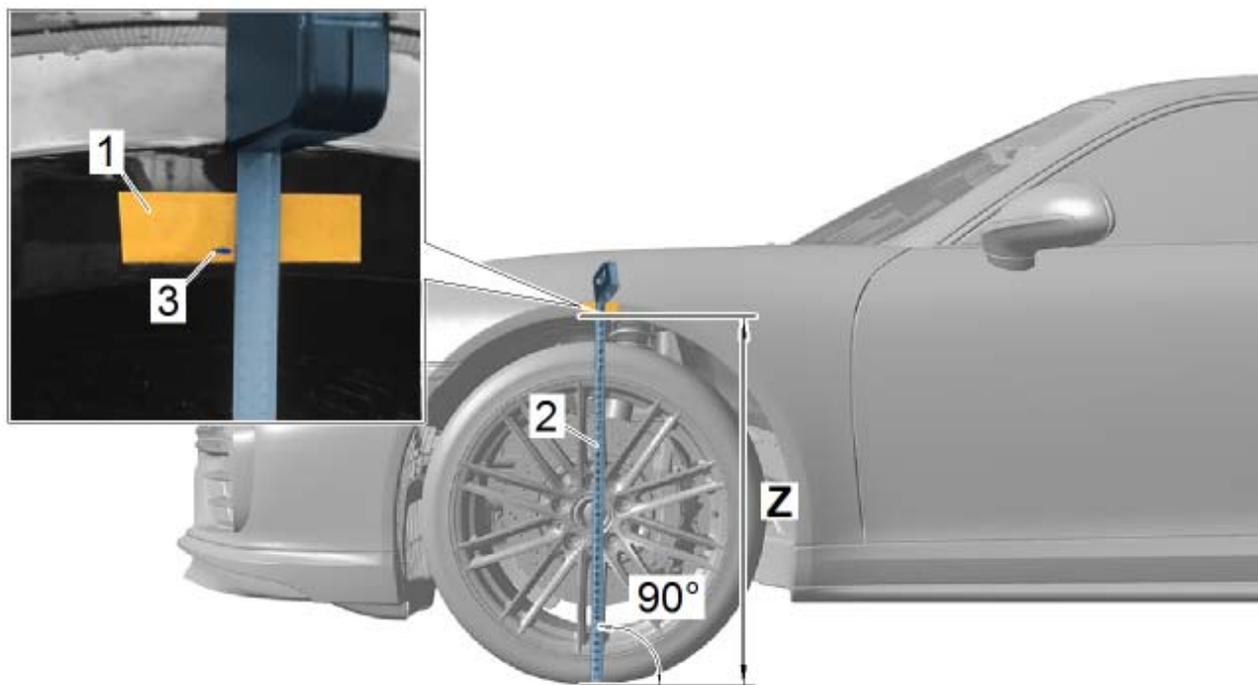
- 1.1 Raise the front axle.
  - 1.1.1 Start the engine.
  - 1.1.2 Press the button for the lift system in the center console.
  - 1.1.3 Wait until the pilot light on the button lights up continuously red.  
A message briefly appears in the instrument cluster indicating that the front axle is raised.
  - 1.1.4 Switch off the engine.

**Information**

The measurement is described and shown for one side as an example. The measurement on the other side is almost identical.

- 1.2 Determine the ride height at the front left ⇒ *Ride height measurement, front left -Z-*.
  - 1.2.1 Apply adhesive strips (e.g. adhesive tape) ⇒ *Ride height measurement, front left -1-* to the wing.
  - 1.2.2 Align the measurement tool ⇒ *Ride height measurement, front left -2-* vertically and mark the measuring point ⇒ *Ride height measurement, front left -3-*.
  - 1.2.3 Carefully measure the ride height and write it down.
  - 1.2.4 Repeat the procedure for the right side.
- 1.3 **Observe an idle period of three hours.**
- 1.4 Repeat the measurements, write them down and compare values:

| Assessment |                                                                         | Action                                                                                                                                                                                                                                                                                                                                                          |
|------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (✓)        | Stand height left or right has decreased by less than 10 mm (0.4 inch). | Please inform the customer that the vehicle must only be parked with the front end lowered. Further information can be found in the 'Front-axle lift system' section of the Driver's Manual.<br><br>There is not necessarily a technical fault if the fault type occurs again. The error message can be corrected by raising and lowering the front axle again. |
| (✗)        | Stand height left or right has decreased by more than 10 mm (0.4 inch). | Replace compressor for front axle lift system, see ⇒ <i>Workshop Manual '431519 Removing and installing compressor (front axle lift system)'</i> .                                                                                                                                                                                                              |



Ride height measurement, front left

**Required parts and materials as needed**

| Parts Info: | Part No.    | Designation<br>- Location                                       | Number |
|-------------|-------------|-----------------------------------------------------------------|--------|
|             | 9P1412257P  | ⇒ Pump unit including pressure line                             | 1 ea.  |
|             | WHT008676   | - Front-axle lift system<br>⇒ Hexagon-head bolt, M12 x 1.5 x 45 | 2 ea.  |
|             | 00004330550 | - Diagonal brace, right<br>Oil                                  | 1 ea.  |

**Additional parts required (M-No. 1X1):**

| Part No.  | Designation<br>- Location                                                   | Number |
|-----------|-----------------------------------------------------------------------------|--------|
| PAF107190 | ⇒ Collared cheese head bolt with hexagon socket head<br>- Front drive shaft | 12 ea. |
| PAF008660 | ⇒ Hexagon nut, M10<br>- Front transmission support                          | 2 ea.  |

|            |                                                                                                        |       |
|------------|--------------------------------------------------------------------------------------------------------|-------|
| N 10629602 | ⇒ Hexagon-head bolt, M10 x 35<br>– Rear final drive bracket                                            | 4 ea. |
| 992521225  | ⇒ Boot<br>– Cardan shaft                                                                               | 1 ea. |
| PAF909910  | ⇒ Cheese head bolt with<br>multiple-tooth head, M10 x 23<br>(M-No. G1L)<br>– Cardan shaft<br><b>or</b> | 3 ea. |
| PAF911439  | ⇒ Cheese head bolt with<br>multiple-tooth head, M8 x 16<br>(M-No. G1G)<br>– Cardan shaft               | 4 ea. |

Materials: **Required materials** (usually already available in the Porsche Center):

| Part No.  | Designation<br>– Location           | Quantity                    |
|-----------|-------------------------------------|-----------------------------|
| PAF052735 | ⇒ Lubricant<br>– Front cardan shaft | 20-gram/ 0.71 oz tube<br>1) |

1) approx. 2 grams/ 0.07 oz required per vehicle

### Labor position and PCSS encryption

Labor position:

| APOS     | Labor operation                                         | I No. |
|----------|---------------------------------------------------------|-------|
| 43010149 | Checking the levelling system                           |       |
| 43151950 | Removing and installing compressor for levelling system |       |

PCSS encryption:

|                   |       |                                  |
|-------------------|-------|----------------------------------|
| Location (FES5)   | 43810 | Air-lift pump control unit       |
| Damage type (SA4) | 9833  | Cannot establish cause, re-coded |

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