

Front Seat Symptom – Knocking/ Whining Noise from the Seat Frame when Adjusting the Front Seat Fore and Aft (SY 95/23)

Model Line: **Cayenne (9YA / 9YB)**

Model Year: **As of 2018 up to 2024**

Equipment: Driver memory package (M-no. 3L4) or
Electric seat adjustment for both front seats (M-no. 3L5) or
Electric seat adjustment for both front seats with memory (M-no. 3PN)

Concerns: **Front seat, left or right**

Symptom: Customers complain about a knocking or a loud whining noise from the area of the seat frame when adjusting the fore and aft adjustment of either of the front seats.

For example, see: <https://ppn.porsche.com/portal/docs/DOC-474217>

Cause: An adjustment motor that has snapped out of the seat or a too tightly installed front seat can cause this noise.

Remedial Action: Check installation position of the adjustment motor on the affected front seat and, depending on the test result, loosen the front seat if necessary.

Required parts, if needed

Parts Info:	Part No.	Designation – Location of use	Number
	N 91205201	⇒ Cheese head bolt with multiple-tooth head (instrument cluster) - Seat rail	4 pieces
	Additional required parts when replacing the seat frame:		
	95888110500	⇒ Seat frame (until 06/27/2018) – front left	1 piece
	or		
	PAB881105A	⇒ Seat frame (from 06/28/2018) – front left	1 piece

or

95888110600 ⇒ Seat frame (until 06/27/2018) 1 piece
– front right

or

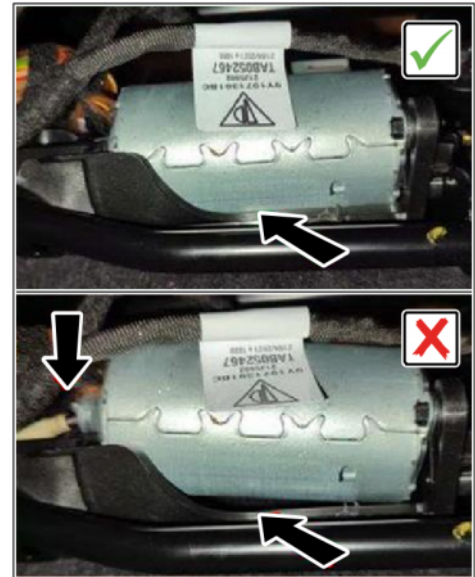
PAB881106A ⇒ Seat frame (from 06/28/2018) 1 piece
– front right

PAF989236 ⇒ Countersunk screw 1 piece
– Front belt buckle

Check installation position of front seat adjustment motor

Work Procedure: 1 Place the front seat affected in its highest position and move it backwards.

- 2 Check whether the front seat adjustment motor is correctly locked in the seat by pushing down on the top of the motor. ⇒ *Front seat adjustment motor mount*



Front seat adjustment motor mount

Assessment		Action
(✓)	Adjustment motor is locked in the seat.	Continue with Step ⇒ 3.
(✗)	Adjustment motor has jumped out of its seat.	Latch the adjustment motor in the holder, continue with step ⇒ 3.

- 3 Check whether knocking/whining noise is still perceptible when the front seat is adjusted fore and aft.

Assessment		Action
(✓)	No knocking/whining noise perceptible.	End of remedial action.
(x)	Knocking/whining noise perceptible.	Continue with Step ⇒ 4.

- 4 Loosen front seat and secure in accordance with Workshop Manual to eliminate possible tension in the seat frame.
For instructions, see ⇒ *Workshop Manual '720119 Removing and installing front seat'*
- 5 Check whether knocking/whining noise is still perceptible when the front seat in question is adjusted fore and aft.

Assessment		Action
(✓)	No knocking/whining noise perceptible.	End of remedial action.
(x)	Knocking/whining noise perceptible.	Replace front seat frame. ⇒ <i>Workshop Manual '720955 Replacing front seat frame'</i>

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
72014909	Rework front seat (visual inspection)	
72014910	Rework front seat (visual inspection and latching)	
72014911	Rework front seat (visual inspection, loosening and securing seat)	
72014912	Rework front seat (visual inspection, latching, loosening and securing seat)	
72014913	Rework left front seat (visual inspection, replacing seat frame)	
72014914	Rework front right seat (visual inspection, replacing seat frame)	

PCSS encryption:

Location (FES5)	72870	Motor for seat adjustment
Damage type (SA4)	2015	knocks

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