

Cayenne Forward Roof Console Rattles

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	As of 2019 up to 2024	9YA, 9YB	N/A	N/A

Revision History

Revision	Release Date	Changes
0	January 26, 2024	Original document

Condition

Customer states they hear a rattling type of noise from the front overhead console especially when driving on surfaces such as concrete or cement roads.

Technical Background

Loose contact between the Rear View Mirror Inner Cover and the mounting clips will rattle when the vehicle travels over certain surfaces. Analysis found this to be more likely the case of the rattling as opposed to the overhead roof console unit itself. Steps should be taken to reduce rattle using felt tape.



Figure 1



Figure 2

Service Information

Please install felt tape upon the surfaces highlighted in yellow on the Rear View Mirror Inner Cover and both of the gray plugs in the images below (Part # 9AY00698800 and 9Y3863081). Be sure to reinstall the gray plugs very firmly on their respective pins.



Figure 3



Figure 4

Warranty

For documentation and warranty invoicing, enter the working position and PCSS encryption specified below in the warranty claim:

APOS	Labor operation	I No.
70831900	Front roof console remove and reinstall*	

*Includes R&R of the front trim panel and applying felt tape.

PCSS encryption:

Location (FES5)	70830	Windshield
Damage type (SA4)	2014	Rattles

Search Items

Rattle, Rattles, Cayenne, Roof Console, Noise, Clicking, Grey Plugs, Airbag Light, Rear View Mirror

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.