

992 Windshield Seal Melting/Deteriorating

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	As of 2020 up to 2023	992	N/A	All except VW4 Lightweight Glass

Revision History

Revision	Release Date	Changes
0	January 29, 2024	Original document

Condition

The customer complains of the windshield seal melting or deteriorating.

Technical Background

The observed condition can be the result of a material incompatibility between the windshield seal material and the adhesive used for fixing the windshield. When these two substances come into contact, a chemical reaction occurs, forming a melted and sticky appearance of the windshield seal. It is important to note that extended exposure to sunlight can make this condition worse.



Figure 1

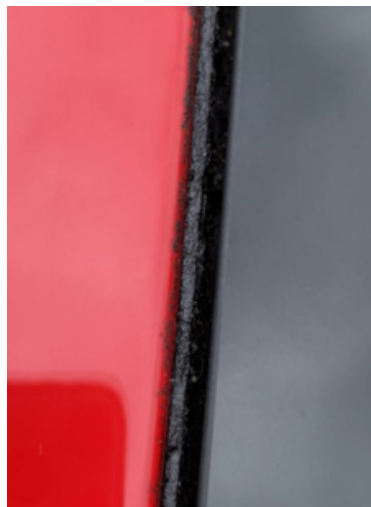


Figure 2

Service Information

The service recommendation is to replace the **affected** windshield(s) with one of the following new part numbers:

Part	Part Number
Front Windshield Glass	992.845.011.AN
Rear Windshield Glass	992.845.047.DY

Reference *WM 641219 "Removing and Installing Windscreen" and/or WM 648619 "Removing and installing rear window"*.

New Car Warranty (excludes CPO or 3rd party warranty)

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

APOS	Labor operation	I No.
64125500	Windshield replace	Veh. without front camera
64125505	Windshield replace	Veh. with front camera
64861900	Rear window remove and reinstall	

PCSS encryption:

Location (FES5)	64120	Windshield
Damage type (SA4)	1051	Bond Faulty

Search Items

911, 992, Windshield melting, windshield, windshield seal

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.