

**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
1	January 31, 2024	Addition of link under Service Information, Update of Warranty Information

**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".

Reference PPN Document "[Order Instructions for Porsche's Service Products Program](#)" for the latest information on how to obtain windshield adhesive.

### Warranty

For vehicles covered under New Vehicle Warranty only. As there is no functional defect, the replacement of the windshield as described in this ATI is excluded from Certified Pre-Owned Limited 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

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