
Cayenne Squealing Noises During Light Deceleration/Coasting

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	As of 2019 up to 2023	9YAAA1 9YBAA1	N/A	N/A

Revision History

Revision	Release Date	Changes
0	April 9, 2024	Original document

Condition

Customer complains of an issue where a loud squealing noise emits from the vehicle while the engine is running. The noise may sound like brake squeal but occurs while the brakes are not being applied.

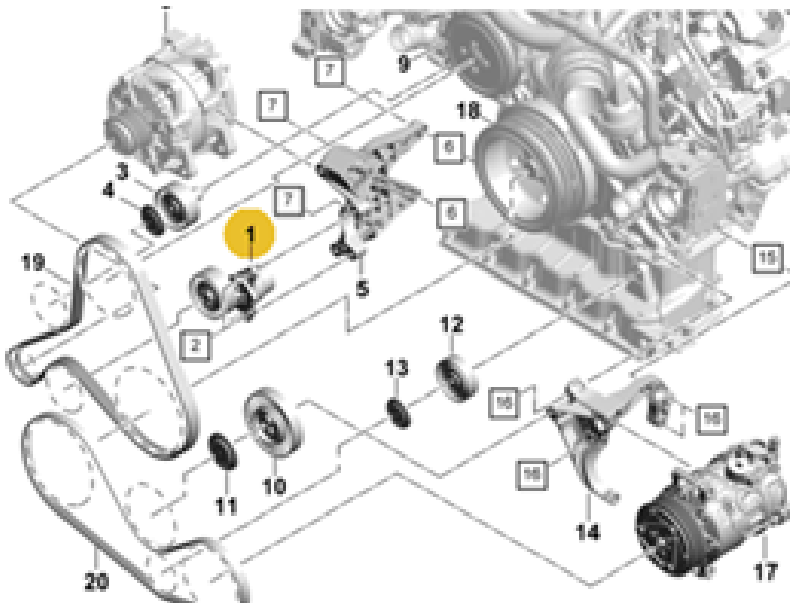
Reference sound file: <https://ppn.porsche.com/portal/docs/DOC-507407>

Technical Background

Water ingress into the back of the belt tensioner damper may cause corrosion, which could create a squealing noise in certain load conditions. Peak frequency in previous cases of this noise has been measured to be close to 9300 Hz. Above is a link to an audio file with an example of the squealing noise.

Service Information

For cases where this noise is present, please replace the Belt Tensioner Damper, Part ID: 13730, highlighted below in yellow below.



If the issue persists after replacing the belt tensioner damper, please continue with further diagnosis.

Warranty

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

APOS	Labor operation	I No.
13731960	Belt tensioner damper remove and reinstall	
51921900	Cover front remove and reinstall	

PCSS encryption:

Location (FES5)	13730	Belt Tensioner Damper
Damage type (SA4)	3311	Surface Corrosion

Search Items

Cayenne, Squealing, Squeaking, Brake Squeal, Belt Tensioner Damper, Engine Noise

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