

Complaint - Softclose Non-Functional: Replacing Bowden Cable for Inner Door Lock Release (26/23)

Change overview:

Release	Date	Change
0	05/30/2023	<ul style="list-style-type: none"> • First publication
1	07/29/2024	<ul style="list-style-type: none"> • Required parts changed • Work procedure revised

Model Line: **Panamera (971)**

Model Year: **As of 2019 up to 2022**

Equipment: **Softclose - Closing aid for doors (M-No. GZ2)**

Concerns: **Bowden cable for inner door lock release**

Cause: **Customers complain about a faulty Softclose function; the door is not automatically pulled in.**

Action: If there is a customer complaint, replace the Bowden cable between the door lock and the inner door opener (inner door lock release) on the affected door **with a Bowden cable with a new component version.**



Information

Only the Bowden cable in the affected door needs to be replaced; it does not need to be replaced in other doors not involved in the complaint.

Required Tools

- Tools:
- Plastic spatula
 - Plastic wedge
 - Torque wrench, 2-10 Nm (1.5-7.5 ftlb.), e.g. **V.A.G 1783 - torque wrench, 2-10 Nm (1.5-7.5 ftlb.)**
 - Torque wrench, 6-50 Nm (4.5-37 ftlb.), e.g. **V.A.G 1331A - torque wrench, 6-50 Nm (4.5-37 ftlb.)**

Required parts and materials**Information**

A new component version of the rear door Bowden cable for vehicles with a long wheelbase (**M-no. OE2**) is currently not yet available.

As soon as a new component version of the rear door Bowden cable is available, this Technical Information will be updated accordingly.

Parts Info:

Part No.	Designation – Location	Quantity per affected door
971837085B	⇒ Bowden cable for inner door lock / door handle – Front doors	1 piece
or		
971839085D	⇒ Bowden cable for inner door lock / door handle – Rear doors – Short wheelbase(M-no. OE1)	1 piece
WHT003688	⇒ Oval-head screw (combination) – Door lock	2 pieces
Additional parts required if a front door Bowden cable needs to be replaced		
971837915	⇒ Door cover – Front left door	1 piece
or		
971837916	⇒ Door cover – Front right door	1 piece

Material: **Required materials** (usually already available in the Porsche Center):

Part No.	Designation – Location	Quantity per affected door
V04015800B	⇒ Adhesive tape – Left and/or right door bodyshell	Quantity as required (a piece of approx. 40 x 40 mm / 1.57 x 1.57 in is required per affected door)

Replacing Bowden cable for inner door lock release

Work Procedure: 1 Remove the previous Bowden cable for the inner door lock release and replace it with a **new component version of the Bowden cable for the inner door lock release.**

For procedure for front door, see:

⇒ *Workshop Manual '573719 Removing and installing inner door lock release'*

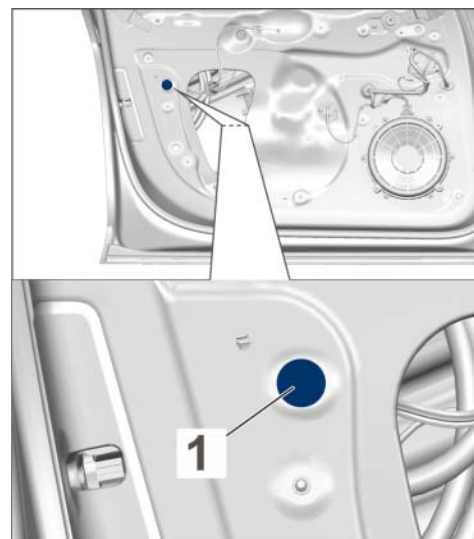
For procedure for rear door, see:

⇒ *Workshop Manual '583719 Removing and installing inner door lock release'*



Information

When installing instead of the originally installed adhesive pad ⇒ *Adhesive pad -1-*, use a piece of adhesive tape V04015800B measuring 40 x 40 mm/ 1.57 x 1.57 in to close the cut-out.



Adhesive pad

Labor position and PCSS encryption

Labor position:

APOS	Labor operation	I No.
57371901	Removing and installing front inner door release	
57371902	Removing and installing front inner door release	
58371901	Removing and installing inner rear door lock release	
58371902	Removing and installing inner rear door lock release	

PCSS encryption:

Location (FES5)	57170	Door lock
Damage type (SA4)	1712	sticks / catches
Location (FES5)	58170	Door lock
Damage type (SA4)	1712	sticks / catches

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