

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
2	March 11, 2024	Update of Service Information, part number to be defined
3	August 27, 2024	Update of Service Information, part information defined

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 (thermoplastic elastomers (TPE)) 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

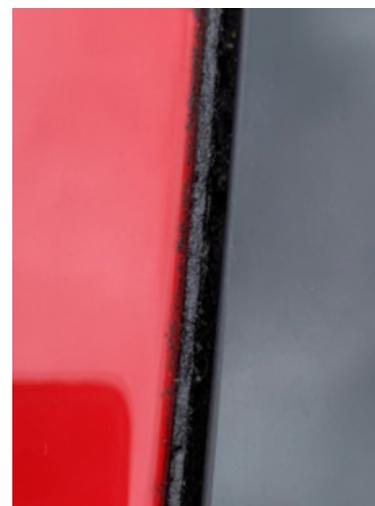


Figure 2

Service Information

The service recommendation is to replace the windshield in affected vehicles with a new part featuring updated seals made of ethylene propylene diene monomer (EPDM).

The new windshields with revised seals are currently listed under the same part number. Porsche expects new part numbers to come in Q3, 2024.

Until it is confirmed that old parts with old seals are purged from inventory, it is advised to check new spare parts to ensure they feature the new seal.

Old parts are marked >TPE< (Thermoplastic elastomers) and should not be used.

New parts are marked with >EPDM< (Ethylene propylene diene monomer) like shown in Figure 3.

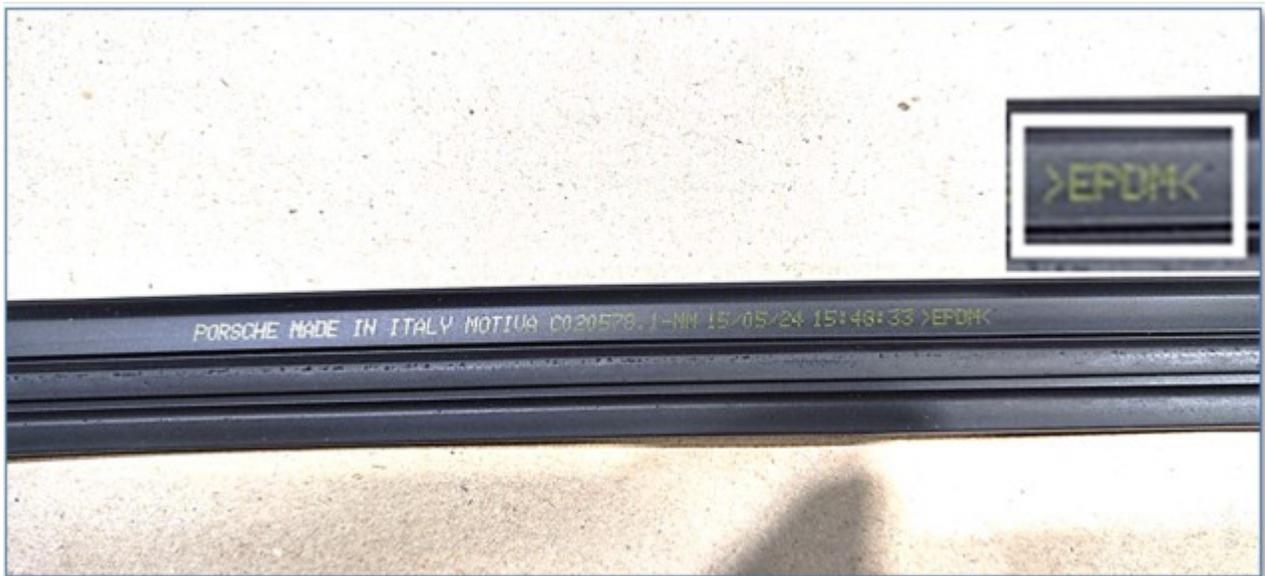


Figure 3

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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