

9x1 - Interior Door Panel Warps Along the Top Surface

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	2012 - 2019	991	N/A	N/A
Boxster/ Cayman	2013 - 2016	981	N/A	N/A

Revision History

Revision	Release Date	Changes
0	June 30, 2023	Original document
1	November 6, 2024	Update of labor operations

Condition

The customer complains that the interior door panel is deformed along the top surface. This condition is possible on both the driver and the passenger door panels.



Figure 1

Advanced Technical Information

Technical Background

Over time, it is possible that the glue that secures the door panel trim will deteriorate. This deterioration is accelerated with prolonged or frequent exposure to heat.

Service Information

1. Please document the affected door panel(s) with pictures, and attach the pictures to the PCSS job.
2. Replace the affected door panel(s) with the most recent available parts. Updated parts to address this issue have been in production since June 10, 2016.

NOTE: If this failure is identified under a prevailing warranty (New Vehicle, CPO) then this failure would be considered as it is deemed an operational defect vs. cosmetic.

Warranty

If the issue is identified under a valid Warranty (New Vehicle or Certified Pre-Owned), please document the repair completely in PCSS and encode to the following:

Cause location: 7059 Front door panel

Cause symptom: 1051 Bond faulty

Use the following labor operations only as needed:

70591901	Front door panel remove and reinstall (left)
70591902	Front door panel remove and reinstall (right)
70592000	2 Front door panels remove and reinstall (only if both door panels are replaced simultaneously)
70595501	Front door panel replace
70595502	Front door panel replace

Search Items

911, 991, Carrera, door panel, warp, peel

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