

ARC4 - Wheel Mounting with Central Lock (Stop Delivery / Stop Use / Recall Campaign)

Vehicle Type: **911 Carrera GTS (992) / 911 Turbo (992) / 911 Turbo S (992) / 911 GT3 (992) / 911 GT3 RS (992) / 911 T (992) / GT4 RS (982) / Spyder RS (982) / Panamera GTS (YAA) / Panamera Turbo E-Hybrid (YAA) / Panamera Turbo S E-Hybrid (YAA)**

Model Year: **As of 2020 up to 2025**

Concerns: **Wheel mounting with central lock**

Cause: **As part of ongoing quality analyses, it was determined that the wheel mounting by means of a central screw connection on vehicles of the 982 / 992 / G3 type does not meet the specifications.**
 A faulty screw connection on the wheels can lead to damage and even breakage of the central lock bolt. As a result, the wheel mounting can loosen, which can result in a loss of the wheel and a loss of control over the vehicle. This can increase the risk of accident and injury.

Action: Check and replace central lock on the front and rear axles.



Information

It is possible to carry out the action at the respective **vehicle location / place of residence of the customer** upon the customer's request. The responsible Porsche Center shall carry out the organization and implementation. A separate campaign scope was created for processing, which takes into account the additional work required and adjusted labor time.

- **Option 1:** Campaign implementation in the Porsche Center. Continue with: ⇒ *Technical Information 'Checking central lock'*
- **Option 2:** Campaign at the customer's vehicle location. Continue with: ⇒ *Technical Information 'Procedure for the Porsche Center Mobile Technician assignment'*

Affected Vehicles: Only vehicles assigned to the campaign (see also PCSS Vehicle Information).

Required parts and materials

Parts Info:	Part No.	Designation	Quantity
	V04015010N	Central lock	4 pieces (no set)

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

Part No.	Designation	Quantity
...	Molub Alloy mounting paste	Quantity as required*

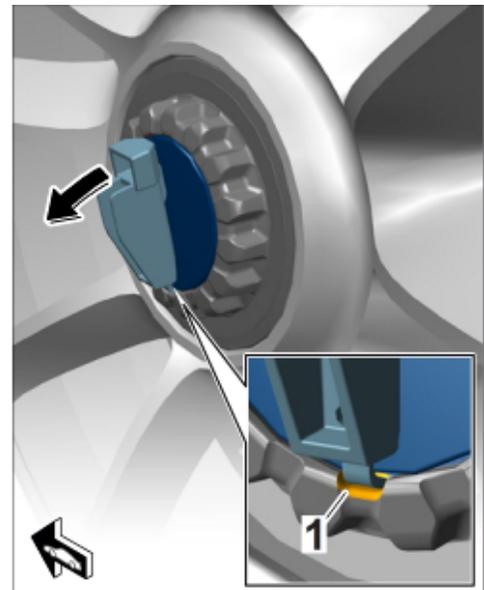
* For warranty processing, **part number ARC40000005** with the designation "Consumables" can be invoiced as an **additional part** in the warranty claim. Maximum amount \$1.08.

Required tools

- Tools:
- **9796 - 9796 - Socket wrench**
 - Torque wrench 150–800 Nm (111–592 ftlb.), e.g.: **V.A.G 1601 - Torque Wrench 150–800 Nm (111–592 ftlb.)**

Checking central lock

- Work Procedure: 1 Carefully lever off the wheel trim cover using the release tool.
- 1.1 Insert the metal tab \Rightarrow *Removing wheel trim cover with release tool -1-* into the opening groove on the central bolt and swivel back the handle \Rightarrow *Removing wheel trim cover with release tool -Arrow-*.
- 2 Read the stamped production week on all **four central locks** and check whether they fall within the production period listed below. \Rightarrow *Central lock production week*



Removing wheel trim cover with release tool



Central lock production week



Information

Important: Central locks from the following production weeks no longer need to be replaced: **36W-23, 37W-23, 38W-23, 49W-23, and 05W-24**. Please note that this has changed from what was originally posted.

Central locks from the following production periods do not meet the specification and must be replaced.

- **39W-23, 40W-23, 41W-23, 42W-23, 43W-23, 44W-23, 45W-23, 46W-23, 47W-23 and 48W-23**
- 3 **Perform photo documentation and upload the clearly identifiable pictures to the PCSS quality line with the relevant description of the affected side, e.g. Central locking_front_left_VIN.**



Information

Important: If one of the tested central locks falls within the affected period, all 4 central locks must **always** be replaced.

Assessment		Action
(✓)	The stamped production week is not on the list of affected central locks.	Central lock is OK . End of action. Enter the campaign in the Warranty and Maintenance logbook.
(✗)	The stamped production week is on the list of affected central locks.	All 4 central locks must be replaced. For work procedure, see: ⇒ <i>Technical Information 'Replacing central lock'</i>

Replacing central lock

- Work Procedure: 1 Replace central lock on the front and rear axles.
For work procedure, see: ⇒ *Workshop Manual '440519 Removing and installing wheel with central bolt'*
- 2 Enter the campaign in the Warranty and Maintenance logbook.

Warranty processing



Information

The specified labor times were determined specifically for carrying out this campaign and include all necessary preliminary and subsequent rework. The labor time may differ from the labor times published in the Labor Operation List in PCSS.

Scope 1:

Checking central lock

- Implementation in the Porsche Center

Labor time:		
Checking central lock		Labor time: 41 TU
Includes:		
Checking 4 central locks		
Creating photo documentation		
Additional costs:		
ARC40000001*	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARC40000002**	Vehicle storage	Quantity as required (for warranty invoicing only)

ARC40000003***	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)
<p>* For warranty processing, the part number ARC40000001 can be invoiced in the warranty claim as an additional part with the designation "Vehicle Transportation" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>** For warranty processing, the part number ARC40000002 can be invoiced in the warranty claim as an additional part with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>*** For warranty processing, the part number ARC40000003 can be invoiced in the warranty claim as an additional part with the designation "Customer Mobility" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>⇒ Damage number ARC4 099 000 1</p>		

Scope 2:

Checking and replacing central lock

- Implementation in the Porsche Center

Labor time:		
Checking and replacing central lock		Labor time: 113 TU
Includes:		
	Raising and lowering vehicle	
	Replacing 4 central locks	
	Creating photo documentation	
Required parts:		
V04015010N	Central lock	4 pieces
Required materials:		
ARC40000005*	Mounting paste	1 piece (for warranty invoicing only)
Additional costs:		
ARC40000001**	Vehicle Transport	Quantity as required (for warranty invoicing only)
ARC40000002***	Vehicle storage	Quantity as required (for warranty invoicing only)

ARC40000003****	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)
ARC40000004*****	Optional remuneration for the Porsche Center Mobile Technician's assignment travel time	Quantity as required (for warranty invoicing only)
<p>* For warranty processing, part number ARC40000005 with the designation "Consumables" can be invoiced as an additional part in the warranty claim. Maximum amount \$1.08.</p> <p>** For warranty processing, the part number ARC40000001 can be invoiced in the warranty claim as an additional part with the designation "Vehicle Transportation" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>*** For warranty processing, the part number ARC400000002 can be invoiced in the warranty claim as an additional part with the designation "Vehicle Storage" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>**** For warranty processing, the part number ARC400000003 can be invoiced in the warranty claim as an additional part with the designation "Customer Mobility" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.</p> <p>***** For warranty processing, part number ARC400000004 can be invoiced in the warranty claim as an additional part and with the amount as per invoice if the central locks have been checked on site by the customer beforehand, but the vehicle is brought to the Porsche Center for repair. To do this, please document the clocking in and out time of the fitters, the start and final mileage of the service vehicle and the location of use in the warranty claim as invoice verification.</p> <p>⇒ Damage number ARC4 099 000 2</p>		

Scope 3:

Checking central lock

- Implementation by Porsche Center Mobile Technician

Labor time:		
Checking central lock - Implementation by Porsche Center Mobile Technician		Labor time: 41 TU
Includes:		
<ul style="list-style-type: none"> Replacing 4 central locks Creating photo documentation 		
Additional costs:		
ARC40000003*	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)
ARC40000004**	Optional remuneration for the Porsche Center Mobile Technician's assignment travel time	Quantity as required (for warranty invoicing only)

* For warranty processing, the **part number ARC40000003** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.

** For warranty processing, **part number ARC40000004** can be invoiced in the warranty claim as an **additional part** with the designation "Porsche Center Mobile Technician" and with the amount as per invoice. To do this, please document the clocking in and out time of the fitters, the start and final mileage of the service vehicle and the location of use in the warranty claim as invoice verification.

⇒ **Damage number ARC4 099 000 1**

Scope 4:

Checking and replacing central lock

- Implementation by Porsche Center Mobile Technician

Labor time:

Check and replace central lock - Implementation by Porsche Center Mobile Technician

Labor time: **141 TU**

Includes:

- Raising and lowering vehicle
- Replacing 4 central locks
- Creating photo documentation

Required parts:

V04015010N	Central lock	4 pieces (no set)
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Required materials:

ARC40000005*	Mounting paste	1 piece (for warranty invoicing only)
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Additional costs:

ARC40000003**	Customer Mobility Group Brands	Quantity as required (for warranty invoicing only)
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ARC40000004***	Optional remuneration for the Porsche Center Mobile Technician's assignment travel time	Quantity as required (for warranty invoicing only)
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* For warranty processing, **part number ARC40000005** with the designation "Consumables" can be invoiced as an **additional part** in the warranty claim. Maximum amount \$1.08.

** For warranty processing, the **part number ARC40000003** can be invoiced in the warranty claim as an **additional part** with the designation "Customer Mobility" and with the amount as per invoice. Please document a copy of the invoice for this in the warranty claim.

*** For warranty processing, **part number ARC40000004** can be invoiced in the warranty claim as an **additional part** with the designation "Porsche Center Mobile Technician" and with the amount as per invoice. To do this, please document the clocking in and out time of the fitters, the start and final mileage of the service vehicle and the location of use in the warranty claim as invoice verification. The arrival and departure can be invoiced a maximum of 2 times until the parts are globally available if the check shows that the central locks fall within the affected period and must therefore be replaced during initial use.

⇒ **Damage number ARC4 099 000 2**

Invoicing of vehicle transport / customer mobility / vehicle storage

Invoicing:

Costs for transporting the vehicle

If required, the vehicle can be collected from the customer and transported to the Porsche Center or to a parking space used by the Porsche Center. The costs incurred can be invoiced in the warranty claim for recall campaign ARC4 under the **part number ARC40000001** with the designation "Transport Flat Rate" as an additional part. The maximum amount is \$ 1,620.

Costs for vehicle storage

If third-party parking spaces are used for storing affected vehicles, the costs incurred can be invoiced as an additional part in the warranty claim for recall campaign ARC4 using the **part number ARC40000002**. Up to \$ 10.80 per day can be invoiced for vehicle storage. The maximum amount is \$ 1,296.

Costs for customer mobility

If necessary, customer mobility can be granted until the workshop appointment and for the duration of the implementation of the campaign at most. The current rules governing the Customer Mobility Program generally apply here. Customer mobility can be granted and utilized for up to 60 days or up to a maximum budget of \$8,640. This will need to be billed under the campaign per the TI as part number ARC40000003. If more than 60 days of mobility is required, please reach out to PCNA.receptionist@porsche.us with justification and vehicle information in the email. It is important that you reach out to PCNA prior to reaching the 60 day maximum allowance. Porsche service loaner vehicles are preferred, but we understand that other rental options may need to be considered in this case. Non-Porsche loaners can also be claimed under ARC40000003.

- Utilization of vehicles from Porsche loaner Program and also other brands If other brands are utilized, the costs incurred in the warranty claim for recall campaign ARC4 must be invoiced under the part number ARC40000003 with the designation "Customer Mobility" as an additional part. Max cost is \$8,640. Please ensure that the mobility days and total dollar amount are properly documented in the PCSS Job.
- For a Porsche loaner, standard warranty documentation is required in support of loaner days needed.

DO NOT USE SUBLET TYPE MOBILITY FOR ARC4 WHEN USING A PORSCHE LOANER

- For a non-Porsche loaner, rental invoice or other proper documentation is required.

Costs for Porsche Center Mobile Technician use

If necessary, the vehicle can be inspected on site with the customer, and the central locks can be replaced depending on the test result. The costs incurred for the travel time of the Porsche Center Mobile Technician can be invoiced in the warranty claim for recall campaign ARC4 under **part number ARC40000004** with the designation "Porsche Center Mobile Technician" as an additional part. To do this, please document the clocking in and out time of the fitters, the start and final mileage of the service vehicle and the location of use in the warranty claim as invoice verification. The arrival and departure can be invoiced a maximum of 2 times until the parts are globally available if the check shows that the central locks fall within the affected period and must therefore be replaced during initial use. The maximum amount is \$ 1,404 for **scope 3** and \$ 2,052 for **scope 4**.

Procedure for the Porsche Center Mobile Technician assignment

Additional tools: Additional tools and aids required

- **9796 - 9796 - Socket wrench**
- Torque wrench 150–800 Nm (111–592 ftlb.), e.g.: **V.A.G 1601 - Torque Wrench 150–800 Nm (111–592 ftlb.)**
- Trolley jack with flat vehicle lifting (max. height 8 cm) e.g. **Rodcraft RH215**
- Stamp for Warranty and Maintenance logbook
- Protective seat cover
- Steering wheel protective cover
- Wedges for securing the vehicle from rolling away
- Cleaning cloths for any leaking mounting paste

Local conditions:

In order to be able to carry out the recall campaign at the respective customer vehicle location, the following general conditions must be present and observed.

- Two people are needed for carrying out the campaign at the customer location.
- Secure the vehicle to prevent it from rolling away, e.g. by placing wedges under the wheels on the opposite side.
- The vehicle must be on a level surface.
- Never jack up the vehicle when it is parked on a surface that slopes up or down and at locations with a side incline or on uneven roads.
- Raise the vehicle only at the jacking points provided ⇒ *Rear jacking point*.
- Raise the vehicle until the wheel lifts completely off the ground. Do not lower the vehicle until you have finished installing the wheel.
- Never use cordless or impact bolters.



Rear jacking point

Work
Procedure:

**Information**

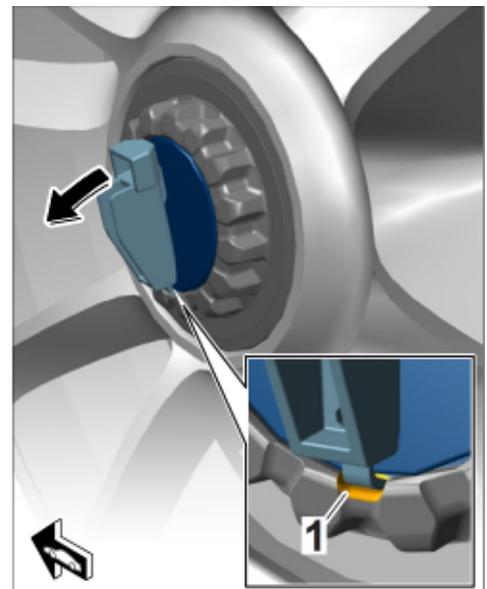
A safe working environment must be established and guaranteed before beginning work. Work may only be carried out in compliance with the applicable occupational safety regulations.

1

Carefully lever off the wheel trim cover using the release tool.

- 1.1 Insert the metal tab \Rightarrow *Removing wheel trim cover with release tool -1-* into the opening groove on the central bolt and swivel back the handle \Rightarrow *Removing wheel trim cover with release tool -Arrow-*.

- 2 Read the stamped production week on all **four central locks** and check whether they fall within the production period listed below. \Rightarrow *Central lock production week*



Removing wheel trim cover with release tool



Central lock production week



Information

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- 3 **Perform photo documentation and upload the clearly identifiable pictures to the PCSS quality line with the relevant description of the affected side, e.g. Central locking_front_left_VIN.**



Information

Important: If one of the tested central locks falls within the affected period, all 4 central locks must **always** be replaced.

Assessment		Action
(✓)	The stamped production week is not on the list of affected central locks.	Central lock is OK . End of action. Enter the campaign in the Warranty and Maintenance logbook.
(X)	The stamped production week is on the list of affected central locks.	All 4 central locks must be replaced. Continue with Step 3

- 4 Install seat and steering wheel protective covers in the vehicle
- 5 Replace central lock on the front and rear axles.
For work procedure, see: ⇒ *Workshop Manual '440519 Removing and installing wheel with central bolt'*
- 6 If mounting paste is leaking on the central locks, wipe it off.
- 7 Enter the campaign in the Warranty and Maintenance logbook.
- 8 Remove seat and steering wheel protective covers from the vehicle.

Invoicing:

Costs for optional remuneration for the travel time of a Porsche Center Mobile Technician assignment

If necessary, the vehicle can be inspected on site with the customer, and the central locks can be replaced depending on the test result. The costs incurred for the travel time of the Porsche Center Mobile Technician can be invoiced in the warranty claim for recall campaign ARC4 under **part number ARC40000004** with the designation "Porsche Center Mobile Technician" as an additional part. The maximum amount is \$ 1,404 for **scope 3** and \$ 2,052 for **scope 4**.

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