

Rattling Noises From the B-Pillar Area: Observe Documentation Specifications (SY 85/25)

Model Line: **Macan (XAB)**

Model Year: **As of 2024**

Concerns: **B-pillar**

Cause: **The customer complains about rattling noises from the B-pillar area. The case documentation in the warranty claim often does not clearly indicate the cause and details of the remedial measures carried out when there are noises from the B-pillar area.**

In order to allow fault correction measures at the factory, fault sources such as loose components or noises on:

- Trim panels
- Electric plug connections
- Material contact points
- Lines
- Screw connections
- Clips, etc.

Must be clearly documented.

The resultant remedial action, such as:

- Felt/foam fitted
- Greased
- Clip replaced
- Screw tightened
- Part replaced, etc.

Must also be clearly documented.

In future, the source of the fault must be marked in the respective diagram:

- B-pillar trim panel (upper part) ⇒ *B-pillar trim panel (upper part)*
- B-pillar trim panel (lower part) ⇒ *B-pillar trim panel (lower part)*
- B-pillar without trim panel ⇒ *B-pillar without trim panel*

and enclosed with a detailed description of the source of the fault, including video material, of the noise complaint and corrective measure in accordance with the warranty claim.



Information

A warranty claim can only be reimbursed if all documents submitted are complete and comprehensible.

Sample documentation:

Material contact point on the left B-pillar trim panel (lower part). Material contact point between B-pillar and B-pillar trim panel covered with felt. For exact fault location, see enclosure.



Enclosure: Material contact point of B-pillar trim panel (lower part) on the left

Diagrams for fault source:



B-pillar trim panel (upper part)



B-pillar trim panel (lower part)



B-pillar without trim panel

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