

992 Lightweight Rear Quarter Glass Panes Are Cracked

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	As of 2021 up to 2024	992110 992120 991130 992140 992150 992410 992420 992430 992440 992450 992460 992810 992820 992850 992880	N/A	N/A

Revision History

Revision	Release Date	Changes
0	December 12, 2024	Original document
1	January 21, 2025	Update of Model Year
2	November 10, 2025	Updated to include order type 992880

Condition

The customer and the workshop find cracks in the rear quarter glass (non-moveable side windowpane). These cracks are typically found toward the front of the vehicle, closer to the door. (Please see figure 1.)

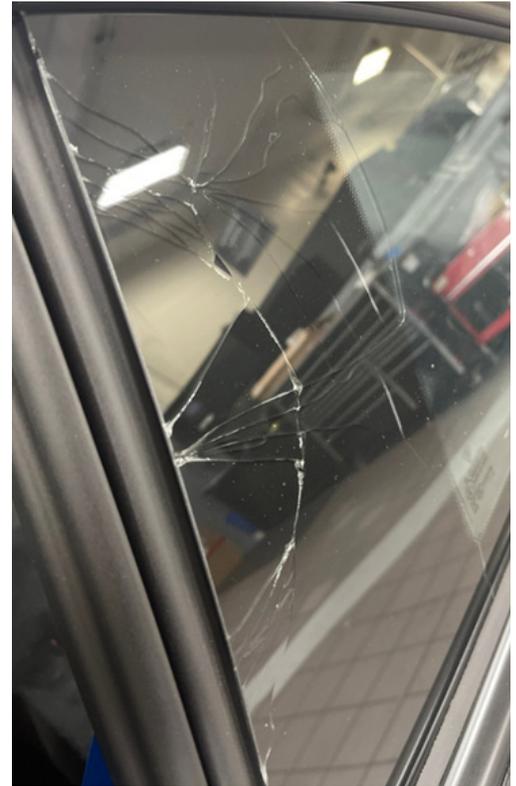


Figure 1

Technical Background

There are multiple causes for this condition. Generally, these causes relate to the amount of tension on the glass during and after the repair. The most common causes are:

- The quarter glass mounting nuts are over-torqued, increasing tension on the rear quarter glass.
- The door or door glass is misaligned. This can produce a collision between the door glass and the rear quarter glass or increase tension on the rear quarter glass.
- There is adhesive leakage on the body panel slightly reducing the geometry and increasing tension.
- There is an offset between the inner and outer body panels, changing the dimensions of the opening and increasing tension.
- The adjustable bolts are out of tolerance, which increases the tension on the glass.
- Customer behavior may also be a factor that causes cracks. The customer may inadvertently strike the glass with jewelry (including rings and watches) or allow his or her bodyweight to rest on the glass pane while exiting the vehicle.

Please note, this document...

- ...addresses cracks in the lightweight exterior rear quarter glass panes only. For more information regarding other lightweight glass cracking, please see **ATI - 992 6 2308.X - Lightweight Glass Panes Cracked – Identification and Possible Causes**.
- ...is not applicable to cracks caused by external influence.
- ...only applies to vehicles with the option **VW4 – Lightweight and Noise Insulated Glass**.

Service Information

Please replace the affected glass pane(s) as instructed in *WM 647519 – Removing and installing side window (Coupe)*.

Repair tips:

1. Generally, the goal is not to put the rear quarter glass pane under more tension than necessary for the repair.
2. **Exercise caution when tightening the fastening nuts for the glass pane.** Applying too much torque to the fastening nuts may cause the glass pane to crack.
3. **Note that the door position also affects tension at the rear quarter glass.** Please check the position of the door relative to the side panel (in yellow, on figure 2). The door may need to be adjusted outward slightly.



Figure 2

4. Adhesive overage may increase tension on the glass. Cut away and remove any excess adhesive. (The adhesive is blue on figure 3.)

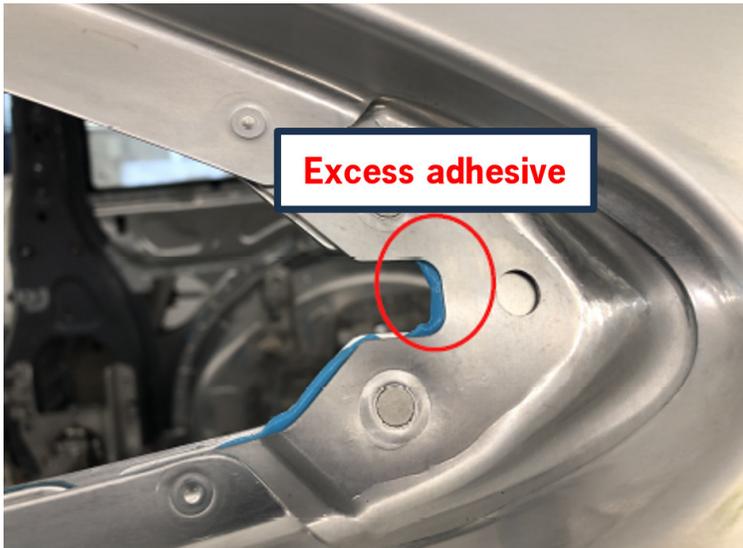


Figure 3

5. There should be no offset, or gap, between the inner and outer layers of the side body panel. (See figure 4.)

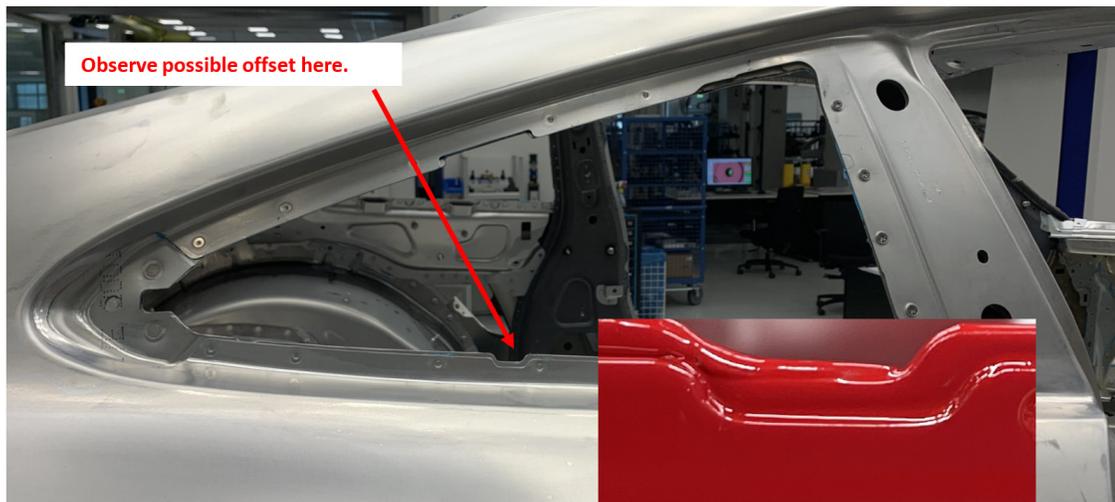


Figure 4

6. Ensure the adjustable bolts are the correct length. Note: The adjustment may change during screwing due to the bolt rotating. (See figure 5 for values.)

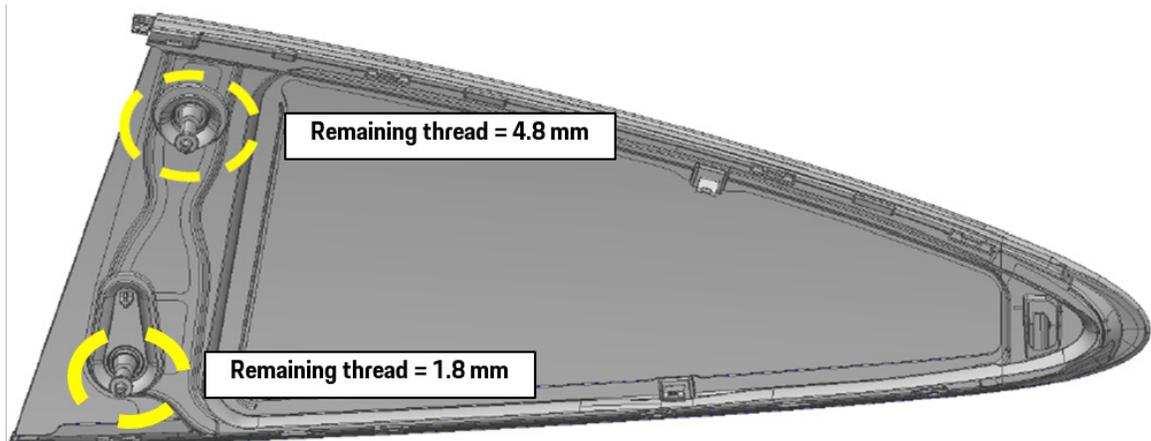


Figure 5

7. Adjust the side window outward using the window regulator adjusting bolt. (Note the values and illustration in figure 6.)

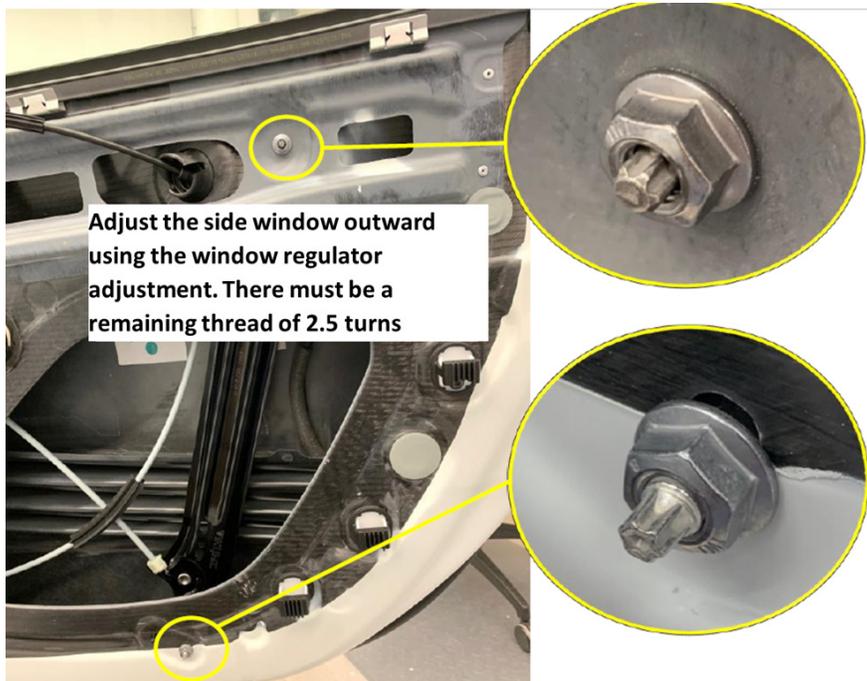


Figure 6

8. Remind to customer to be careful not to strike the glass with jewelry and to exit the vehicle without allowing his or her weight to rest on the glass.

PCSS Coding

As always, please document the repair completely in PCSS. For this repair, please code the "cause" as follows:

Location (FES5)	64750	Side window pane
Damage type (SA4)	1521	Crack/ fissure

Use appropriate labor operations for the entire repair. Cracks caused by outside influence (e.g., impact) may not be claimed under warranty.

Search Items

992, 911, Lightweight glass, VW4, stress crack, quarter, door glass, windshield, window

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