

Various Noise Complaints on Loudspeakers - Rattling/Clattering/Whirring: Observe Procedure Before Replacing Loudspeakers (SY 05/26)

Model Line: **718 (982)**
911 (992)
Taycan (Y1A/Y1B/Y1C)
Panamera (971/YAA/YAB)
Macan (95B/XAB)
Cayenne (9YA/9YB)

Model Year: **As of 2020**

Information: **Unclip loudspeakers**

Symptom: **The customer complains about various noises from the loudspeakers, such as rattling, clattering and/or whirring.**
 As a result, the affected loudspeakers are incorrectly located as the component causing the damage and are replaced.



Information

Downstream quality checks at the supplier/manufacture that have resulted in loudspeakers being returned as defective show that most of the replaced loudspeakers do not have defects.

Cause: The complaint may be caused in many cases by the cladding/loudspeaker trim, due to the vibrations generated by the loudspeaker.

Remedial Action: If a customer has complained and to rule out unauthorized component replacement, check the loudspeaker affected using the sound files provided.

Affected loudspeaker	Sound file required
Woofer	"S&R_b.wav"
Mid-range loudspeakers and tweeters	"Underneath_Rattle.mp3"



Information

You will receive the sound files required for carrying out the action from your importer if necessary.

Required tools

- Tool:
- **P90999 - Porsche Tester 4**
 - Battery charger with a current rating of **at least 90 A** and a **current and voltage-controlled charge map** for lithium starter batteries, e.g. **VAS 5908 - battery charger 90 A**. For further information about the battery chargers to be used, see the corresponding Workshop Manual. ⇒ *Workshop Manual '270689 Charge battery and vehicle electrical system'*

Test loudspeaker with sound files provided**Information**

All test steps must be documented with clearly recognizable videos as well as the respective labelling and uploaded to the PCSS quality line.

- Work Procedure:
- 1 Connect and switch on the battery charger.
⇒ *Workshop Manual '270689A4 Charge battery and vehicle electrical system'*
 - 2 Test the loudspeaker in its **installed** state.
 - 2.1 Play a suitable sound file via the vehicle's loudspeaker system.
For woofers, the sound file "S&R_b.wav".
For mid-range loudspeakers and tweeters, the sound file "Underneath_Rattle.mp3".
Sound settings:
 - 2/3 of the possible maximum volume
 - Balance/fader to middle
 - Treble/base to 0
 - 2.2 Identification of the affected loudspeaker during playback of the respective sound files.
 - 2.3 Check whether the noise changes by placing or pressing with your finger on the cladding/trim of the loudspeaker affected.

Assessment	Action
Noise changes.	<p>Indication of noise caused by the cladding/loudspeaker trim.</p> <p>Check the affected cladding/loudspeaker trim for prescribed installation and rework if necessary.</p> <p>The noise is not caused by a defective loudspeaker. End of action.</p>
Noise does not change or Assessment not clearly possible.	<p>Remove affected loudspeaker.</p> <p>First, do not disconnect the electric plug connection from the loudspeaker.</p> <p>Continue with Step ⇒ 3.</p>

**Information**

During the following test, the playback quality of the loudspeaker is significantly reduced by a so-called "acoustic short circuit" and the loudspeaker sounds different than in its installed state.

3 Test the loudspeaker in its **removed** state.

3.1 Play a suitable sound file via the vehicle's loudspeaker system.

For woofers, the sound file "S&R_b.wav".

For mid-range loudspeakers and tweeters, the sound file "Underneath_Rattle.mp3".

Sound settings:

- 2/3 of the possible maximum volume
- Balance/fader to middle
- Treble/base to 0

3.2 Check whether the noise is still present when the loudspeaker has been removed.

Assessment	Action
Noise is no longer present.	Loudspeaker OK. Noises are caused by the cladding/loudspeaker trim. Install the affected cladding/loudspeaker trim in accordance with the instructions and rework if necessary. End of action.
Noise is still present.	Loudspeaker not OK. Replace previous loudspeaker with a new one. Note: Before installation, also check the new loudspeaker using the appropriate sound file as described under Step 3. Continue with Step ⇒ 4.

4 Read out and delete all control unit fault memories.

5 Switch off and disconnect the battery charger.

⇒ *Workshop Manual '270689 Charging the vehicle electrical system battery'*

Working position and PCSS encryption**Information**

Select PCSS encryption using the respectively affected loudspeaker.

Working position:

APOS	Labor operation	I No.
91400247	Test loudspeaker (initial test)	
91400248	Test loudspeaker (test after removal)	
91400149	Test loudspeaker (test after replacement)	

PCSS encryption:

Location (FES5)	91400	Front loudspeaker
Damage type (SA4)	2018	whirring, buzzing

PCSS encryption:

Location (FES5)	91410	Front door loudspeaker
Damage type (SA4)	2018	whirring, buzzing

PCSS encryption:

Location (FES5)	91420	Rear loudspeaker
Damage type (SA4)	2018	whirring, buzzing

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