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

Change Overview:

Revision	Date	Change
0	02/19/2026	▪ First publication
1	02/26/2026	▪ Added link to sound files

Model Year: **As of 2020**

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

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/manufacturer 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.

For sound files please visit PPN post. **https://ppn.porsche.com/portal/docs/DOC-594040**

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

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/loud-speaker 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