

Complaint - Seam in Shoulder Area of Front Backrest Cover Becomes Detached: Replacing front backrest cover (81/19)

Model Line: **Cayenne (9YA)**

Model Year: **As of 2018**

Subject: **Front backrest cover (left/right)**

Information: A seam can become detached in the shoulder area of the front backrest covers, see example Figure 1.

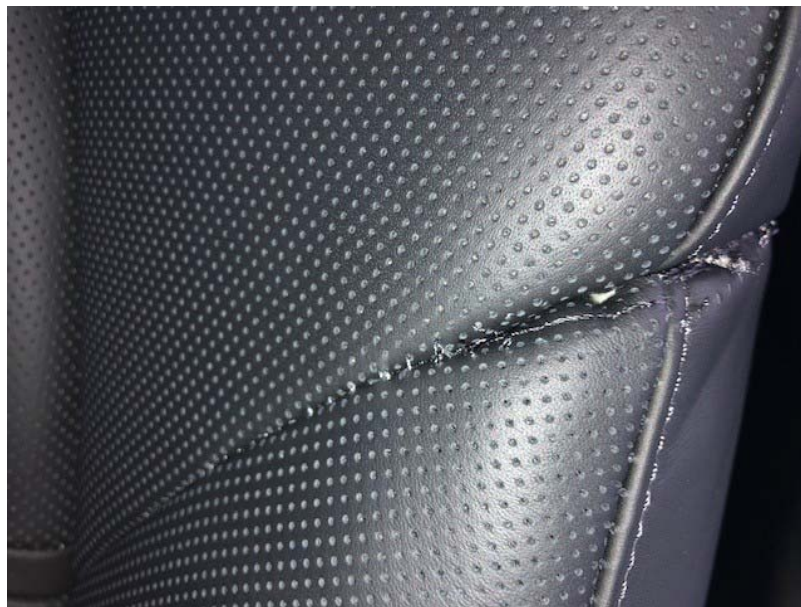


Figure 1 Shoulder Seat Seam

Remedial Action:



Information

- There is an **airbag seam** near the seam in the shoulder area.
- **Reworking** of the seam in the shoulder area is **not permitted**. There is no guarantee that the airbag seam will release correctly afterwards in the event of an accident.

In the event of a complaint, the relevant front backrest cover must be replaced, see ⇒ *Workshop Manual '741919 Removing and installing cover for front backrest'*.

Required tools

- Tools:
- **V.A.G 1634B - Cushion Clip Pliers**
 - **9747 - Wetting-off iron**
 - **9747/1 - Knurling iron**
 - **9747/2 - Bone burnisher**
 - **V.A.G. 1416 - Hot-Air Blower**

Invoicing

Invoicing: For documentation and warranty invoicing, enter the labor operations and PQIS coding specified below in the warranty claim:

APOS	Labor operation	I No.
74191901	Removing and installing cover for front backrest at the left (basic seat) (189 TU)	
74191902	Removing and installing cover for front backrest at the right (basic seat) (188 TU)	
74191903	Removing and installing cover for front backrest at the left (sports seat/comfort seat) (201 TU)	
74191904	Removing and installing cover for front backrest at the right (sports seat/comfort seat) (199 TU)	

PQIS coding:

Location (FES5)	74190	Cover for front backrest
Damage type (SA4)	3029	Defective seam

References: ⇒ *Workshop Manual '741919 Removing and installing cover for front backrest'*

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