

**Complaint - Creases on Seat Surface/Side Bolster of Front Seat and Ridge Formation on Seat Surface of Rear Seat: Replacing Cover and Padding (119/20)**

Change overview

Version	Date	Change
0	August 14, 2020	First publication
1	September 3, 2020	"Ridge formation on seat surface of rear seat" added
2	December 16, 2020	<ul style="list-style-type: none"> <li>• Parts added "Heating element for seat cushion", front/rear</li> <li>• Reference to Workshop Manual "Replacing heating element" added under "Remedial action"</li> </ul>

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

Model Year: **As of 2018 up to 2020**

Subject: **Front and rear seat**

Information: Leather stretching and compression in conjunction with an entry height typical for SUVs results in permanent creases in the seat covers and side bolsters of the front seats ⇒ *Wrinkling on front seat -Arrows-*.

This also causes ridge formation on the seat surfaces of the rear seats ⇒ *Ridge formation on rear seat -Arrows-*.



*Wrinkling on front seat*



Ridge formation on rear seat

Remedial Action: In the event of a customer complaint and on vehicles produced before the date of introduction specified below, replace padding and seat cover, see

- ⇒ Workshop Manual '741319 Removing and installing cover for front seat'
- ⇒ Workshop Manual '741055 Replacing padding for front seat'
- ⇒ Workshop Manual '742855 Replacing heating element for front seat'
- ⇒ Workshop Manual '74501901 Removing and installing cover for rear seat (2/3-split folding rear seat)'
- ⇒ Workshop Manual '74495501 Replacing padding for rear seat surface (2/3-split folding rear seat)'
- ⇒ Workshop Manual '74501902 Removing and installing cover for rear seat (1/3-split folding rear seat)'
- ⇒ Workshop Manual '74495502 Replacing padding for rear seat surface (1/3-split folding rear seat)'
- ⇒ Workshop Manual '743055 Replacing heating element for rear seat cushion'

The relevant date of introduction of the seat can be found in the table under ⇒ *Technical Information '743055 Date of introduction'*.



#### Information

In an effort to minimize the normal effect of leather stretching, Porsche has made a change to the seat cover. Based on the introduction dates below, optimized padding and seat covers, now also available for customer service, have been installed during production. This will provide additional support to the leather and should help the new look last for a much longer time.

#### Dates of introduction of new seat covers in production

##### Front seat

Seat	I-No. of seat	Date of introduction
Standard seat	Q1A	06/01/2020
Comfort seat	Q2J	06/15/2020
Sports seat	Q1D and Q1J	06/15/2020

Rear seat

Seat	I-No. of seat	Leather	I-No. of leather	Date of introduction
Standard seat	Q1A	Partial leather, embossed	N1X <b>and</b> 4D0	02/26/.2020
		Plain leather	NSU <b>and</b> 4D0	05/06/2020
Comfort seat	Q2J	Plain leather	N5U or N0Q <b>and</b> 4D0 or 4D3 or 4D5	02/25/2020
			With N0Q <b>and</b> 4D1 or 4D9	05/20/2020
		Club leather	N1W or N1V <b>and</b> 4D0 or 4D3 or 4D5	03/02/2020
	3NS	Plain leather	K5A <b>and</b> N0Q or N1T or N5T or N5U	02/24/2020
		Club leather	K5A <b>and</b> N1W and N1V	03/03/2020
	Sports seat	Q1J	Plain leather	N0Q or N1T <b>and</b> 4D1
N5U or N0Q <b>and</b> 4D0 or 4D3				03/09/2020
N5T <b>and</b> 3J4 or 3J7 or 5ZF				03/09/2020
N1T <b>and</b> 4D0 or 4D3				05/28/2020
N5T <b>and</b> 5ZJ				05/28/2020
Club leather		N1W or N1V <b>and</b> 4D0 or 4D3	05/07/2020	
3NE		Plain leather	K5A <b>and</b> N5U or N0Q	03/13/2020
			N5T <b>and</b> 3J7 or 5ZF	03/13/2020

**Parts required if necessary**

Parts Info for front seat:	Part No.	Designation	Qty.
		<b>- Use</b>	
	N 91205201	⇒ Cheese head bolt with multiple-tooth head	4 ea.
	9Y0881405*	⇒ Seat cover	1 ea.
		- front left seat	
	9Y0881406*	⇒ Seat cover	1 ea.
		- front right seat	
	9Y0881375*	⇒ Foam part of seat cushion	1 ea.
		- front left seat	
	9Y0881376*	⇒ Foam part of seat cushion	1 ea.
		- front right seat	
	9Y0963555*	⇒ Heating element for seat cushion	1 ea.
		- Front seat (left/right)	
	9Y0881256*	⇒ Repair kit <sup>1)</sup>	1 ea.

\* Part number varies depending on equipment.

<sup>1)</sup> only for NAR vehicles with seat occupancy detection (I-no. 9P7).

Parts Info for rear seat:	Part No.	Designation	Qty.
		<b>- Use</b>	
	PAB88637300	⇒ Fixing clip for seat cushion	5 ea.
		- rear left seat (2/3-split folding rear seat) and rear right seat (1/3-split folding rear seat)	
	9Y0885405*	⇒ Seat cover	1 ea.
		- rear left seat (2/3-split folding rear seat) with I-No. Q1A, Q2J and Q1J	
	9Y0885406*	⇒ Seat cover	1 ea.
		- rear right seat (1/3-split folding rear seat) with I-No. Q1A, Q2J or Q1J	
	9Y3885405*	⇒ Seat cover	1 ea.
		- rear left seat (2/3-split folding rear seat) with I-No. 3NS or 3NE	
	9Y3885406*	⇒ Seat cover	1 ea.
		- rear right seat (1/3-split folding rear seat) with I-No. 3NS or 3NE	
	9Y0885375*	⇒ Foam part of seat cushion	1 ea.
		- rear left seat (2/3-split folding rear seat) with I-No. Q1A, Q2J and Q1J	

9Y0885376*	⇒ Foam part of seat cushion – rear right seat (1/3-split folding rear seat) with I-No. Q1A, Q2J or Q1J	1 ea.
9Y3885375*	⇒ Foam part of seat cushion – rear left seat (2/3-split folding rear seat) with I-No. 3NS or 3NE	1 ea.
9Y3885376*	⇒ Foam part of seat cushion – rear right seat (1/3-split folding rear seat) with I-No. 3NS or 3NE	1 ea.
9Y0963561*	⇒ Seat heating element for seat cushion – Rear seat, left (2/3-split folding rear seat)	1 ea.
9Y0963562*	⇒ Seat heating element for seat cushion – Rear seat, right (1/3-split folding rear seat)	1 ea.

\* Part number varies depending on equipment.

**Invoicing for front seat**

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

APOS	Labour operation	I No.
74105501	Replacing front left padding (basic seat)	
74105502	Replacing front right padding (basic seat)	
74105503	Replacing front left padding (comfort or sports seat)	
74105504	Replacing front left padding (comfort or sports seat)	

APOS	Labour operation	I No.
74131901	Replacing and installing front left cover (basic seat)	
74131902	Replacing and installing front right cover (basic seat)	
74131903	Replacing and installing front left cover (comfort or sports seat)	
74131904	Replacing and installing front right cover (comfort or sports seat)	

PQIS coding:

<b>Location (FES5)</b>	74130	Front seat cover
<b>Damage type (SA4)</b>	3042	wrinkling

Parts Info for front seat:	Part No.	Designation – Use	Qty.
	N 91205201	Cheese head bolt with multiple-tooth head	4 ea.
	9Y0881405*	Seat cover – Front seat, left	1 ea.
	9Y0881406*	Seat cover – Front seat, right	1 ea.
	9Y0881375*	Foam part of seat cushion – Front seat, left	1 ea.
	9Y0881376*	Foam part of seat cushion – Front seat, right	1 ea.
	9Y0963555*	Heating element for seat cushion – Front seat (left/right)	1 ea.
	9Y0881256*	Repair kit <sup>1)</sup>	1 ea.

\* Part number varies depending on equipment.

<sup>1)</sup> only for NAR vehicles with seat occupancy detection (I-no. 9P7).

References: ⇒ *Workshop Manual '741319 Removing and installing cover for front seat'*  
 ⇒ *Workshop Manual '741055 Replacing padding for front seat'*

**Invoicing for rear seat**

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

APOS	Labour operation	I No.
74495501	Replacing padding for rear left seat surface (2/3-split folding rear seat) (includes removing and installing cover for rear left seat (2/3-split folding rear seat))	
74495502	Replacing padding for rear right seat surface (1/3-split folding rear seat) (includes removing and installing cover for rear right seat (1/3-split folding rear seat))	

PQIS coding:

<b>Location (FES5)</b>	74500	Rear seat cover
<b>Damage type (SA4)</b>	3042	ridge formation, wrinkled

Parts Info for rear seat:	Part No.	Designation – Use	Qty.
	PAB88637300	Fixing clip for seat cushion – Rear seat, left (2/3-split folding rear seat) and rear seat, right (1/3-split folding rear seat)	5 ea.
	9Y0885405*	Seat cover – Rear seat, left (2/3-split folding rear seat) with I-no. Q1A, Q2J and Q1J	1 ea.
	9Y0885406*	Seat cover – Rear seat, right (1/3-split folding rear seat) with I-no. Q1A, Q2J or Q1J	1 ea.
	9Y3885405*	Seat cover – Rear seat, left (2/3-split folding rear seat) with I-no. 3NS or 3NE	1 ea.
	9Y3885406*	Seat cover – Rear seat, right (1/3-split folding rear seat) with I-no. 3NS or 3NE	1 ea.
	9Y0885375*	Foam part of seat cushion – Rear seat, left (2/3-split folding rear seat) with I-no. Q1A, Q2J and Q1J	1 ea.
	9Y0885376*	Foam part of seat cushion – Rear seat, right (1/3-split folding rear seat) with I-no. Q1A, Q2J or Q1J	1 ea.
	9Y3885375*	Foam part of seat cushion – Rear seat, left (2/3-split folding rear seat) with I-no. 3NS or 3NE	1 ea.
	9Y3885376*	Foam part of seat cushion – Rear seat, right (1/3-split folding rear seat) with I-no. 3NS or 3NE	1 ea.
	9Y0963561*	Seat heating element for seat cushion – Rear seat, left (2/3-split folding rear seat)	1 ea.
	9Y0963562*	Seat heating element for seat cushion – Rear seat, right (1/3-split folding rear seat)	1 ea.

\* Part number varies depending on equipment.

References: ⇒ *Workshop Manual '74501901 Removing and installing cover for rear seat (2/3-split folding rear seat)'*  
 ⇒ *Workshop Manual '74495501 Replacing padding for rear seat surface (2/3-split folding rear seat)'*  
 ⇒ *Workshop Manual '74501902 Removing and installing rear seat cover (1/3-split folding rear seat)'*  
 ⇒ *Workshop Manual '74495502 Replacing padding for rear seat surface (1/3-split folding rear seat)'*

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