

**Symptom in Vehicle Interior - Heating/Ventilation Fan Does Not Function: Reworking Fan Motor (SY 72/17)**

Revision: This bulletin replaces bulletin Group 8 72/17, dated July 20, 2017.

Model Year: **As of 2012 up to 2021**

Model Line: **911 (991)**  
**Boxster (981/982)**  
**Cayman (981/982)**

Subject: **Fan motor for ventilation**

Symptom: The fresh-air fan for the heating/ventilation does not function.

Cause: If the air humidity is high, the fan motor may no longer start up automatically because of deposits if the vehicle has been parked up for several days.  
 A higher starting torque is required.

Remedial Action: Break the fan wheel loose manually and then leave the fan motor running at maximum speed for several minutes.

Tools:

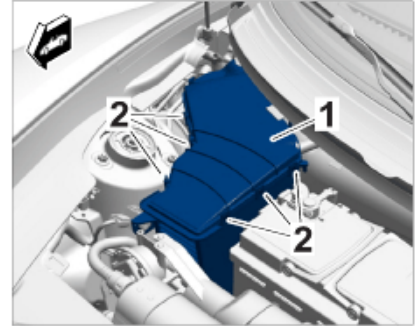
- **9900 - PIWIS Tester 3** with test software **version 35.600** (or higher) installed
- **Battery charger** with a current rating of **at least 90 A**. We recommend **VAS 5908 battery charger 90A**, for example

Work Procedure: 1 **Preliminary work:**

- 1.1 Connect a battery charger with a current rating of **at least 90 A**.
- 1.2 Switch on the ignition using the **original driver's key**. On vehicles with "Porsche Entry & Drive", do this by replacing the control unit in the ignition lock with the original driver's key if necessary.
- 1.3 **9900 - PIWIS Tester 3** with software version **35.600** (or higher) installed must be connected to the vehicle communication module (VCI) via the **USB cable**. Then, connect the communication module to the vehicle and switch on the PIWIS Tester.
- 1.4 On the PIWIS Tester start screen, call up the ⇒ **'Diagnostics'** menu.  
 The diagnostic application is then started and the control unit selection screen is populated.

2 **Move fan wheel for fresh-air fan manually:**

- 2.1 Lift up cover on air intake pre-filter (⇒ *Loosening cover on air intake pre-filter -item 1-*) until you can reach the fan wheel with your hand, see also ⇒ *Workshop Manual '850819 Removing and installing air intake pre-filter'*.
- 2.2 Move fan wheel for fan motor manually. If the fan wheel is stuck, break it loose with your hand.
- 2.3 Re-install cover on air intake pre-filter, see also ⇒ *Workshop Manual '850819 Removing and installing air intake pre-filter'*.



*Loosening cover on air intake pre-filter*

### 3 Activate "Fresh-air fan" drive link manually:

Menu	⇒	Control unit/Function	⇒	Action	⇒	confirm/execute	
•		<b>Instructions/information</b> or		•		⇒ <b>Result/consequence</b> of action	
3.1		Control units 'Overview'		<b>Air conditioning</b>		select	•F12"
3.2		⇒ <b>Follow instructions:</b>					•Yes" /•No" /
		• Create Vehicle Analysis Log (VAL) if necessary and					•F12"
		• carry out any campaigns that are available for the vehicle.					
3.3		'Drive links checks'		<b>Heating/ventilation</b>		select	•F12"
3.4		'Drive links checks'		<b>Activation: fresh-air fan</b>		select	•F12"
3.5		⇒ In the 'Activation time' row:		Enter the value <b>200 s</b>			
3.6		⇒ In the 'Activation value' row:		The value <b>100 %</b>		<b>must not be changed</b>	
3.7		Start 'Fresh-air fan' activation: Execute					•F8"

### 4 Subsequent work:

- 4.1 Read out and erase all fault memories.
- 4.2 Switch off the ignition.
- 4.3 Disconnect the PIWIS Tester from the vehicle.

- 4.4 For vehicles with Porsche "Entry & Drive", replace the original vehicle key in the ignition lock with the control panel again.
- 4.5 Switch off and disconnect the battery charger.

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
85304900	Reworking fan motor	

For invoicing and documentation using PQIS, enter the following coding:

Location (FES5)	85300	Fan motor
Damage type (SA4)	1712	Catches/gets stuck

References: ⇒ *Workshop Manual '850819 Removing and installing air intake pre-filter'*

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