

ANA1 - Check Chassis Settings on the Rear Axle and Correct Them if Necessary (Recall Campaign)

Revision: This bulletin replaces bulletin Group 4 10/22 ANA1, dated February 18, 2022.

Model Year: **As of 2021 up to 2022**

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

Concerns: **Suspension alignment**

Information: **During a data analysis with regard to carrying out recall campaign AMA9, we discovered that the chassis geometry on the rear axle has deviated in some cases.**

This faulty chassis setup can cause tire wear on the rear axle on vehicles with higher mileage. As a result, the high-speed stability cannot be guaranteed at high vehicle speeds.

Action required: Adjust vehicle measurements if necessary.

Affected Vehicles: Only vehicles assigned to the campaign (see also PCSS Vehicle Information).

Required tools

- Tools:
- **9229/1 - Puller hook**
 - **T10188 - Insert tool**
 - **VAS 6826 Steering wheel scales**
 - **VAS 6918 Quick-clamping unit**
 - **9900 - PIWIS Tester 3**
 - Wheel alignment machine, e.g. **VAS 6292 Porsche Approved Alignment Machine**
 - Torque wrench, 40 – 200 Nm, e.g. **VAG 1332 Torque wrench, 40 – 200 Nm**

Check chassis settings on the rear axle and correct them if necessary

Work Procedure: 1 Measure the vehicle according to ⇒ *Workshop Manual '449503 Measuring vehicle at the front and rear'* (initial measurement).



Information

If suspension alignment work is subcontracted to a service provider, **it is important to ensure** that the service provider is provided with the **correct adjustment values** or that these adjustment values **are supplied in writing with the vehicle.**

Assessment	Action
Real axle adjustment values OK (Initial measurement)	End of remedial action. ⇒ Continue with Step 2 [Scope 1 or 4]
Real axle adjustment values Not OK (Initial measurement)	Check tires using the test table ¹

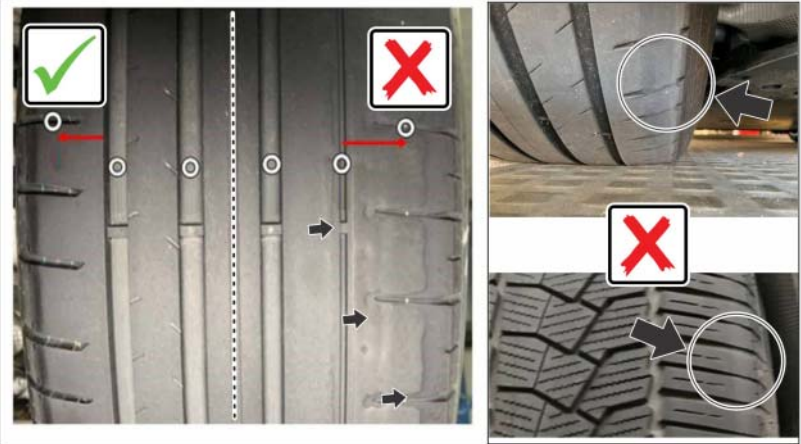
Check condition of tires



Check tires

Measuring method

<p>Differential wear: Measure tread depth as in Fig. ⇒ <i>Check tires -Arrows-</i> across all main tread grooves per tire rear axle (inside to outside), and between the driver and passenger side of the rear axle ⇒ then create max. difference ≤ 2 mm/ 0.078 in</p>	<p>Tread depth: Measuring tread depth over all main profile grooves ⇒ take minimum value ≥ 4mm/ 0.157 in (summer) ≥ 5mm/ 0.197 in (M&S)</p>	<p>Shoulder wear: Visual inspection of the inner and outer shoulders of the rear-axle tires Visual inspection as per sample photos</p>
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Tire wear overview

OK ↓		Not OK ↓		
Differential wear Front axle/rear axle ≤ 3 mm/ 0.118 in		Replace tires on the rear axle		
OK ↓	Not OK ↓			
	Replace tires on the front axle			
Set alignment to OK according to adjustment values (final alignment)				

- 1 If the result of the check is not correct (initial alignment) and if the tire needs to be replaced, all wheel sets that have been used in the vehicle since the time the campaign AMA9 was carried out must be checked. For regions with a winter season and for the use of winter tires (M&S), the second set of wheels must be checked in accordance with the table if available and the affected tires must be replaced.
 - **Document** the tire wear by taking photos. The images must be documented so that the wheel position and rolling direction of the tire are clearly visible.
 - Upload the **images** to the PCCS quality line with the relevant **description** on the affected side, e.g. **rear left tires_VIN_Figure 1**.
 - Replace the affected tires and invoice them using a reimbursement claim. See information: ⇒ *Technical Information '449503 Warranty processing'*

**Information****Sourcing the tires**

The tires required for the campaign must be sourced locally. The tire makes approved by Porsche AG with the corresponding N-marking must be used.

The same tire make with the same N marking on the front and rear axle must also be used.

- 2 Enter the campaign in the Guarantee and Maintenance booklet.

Warranty processing**General information on warranty processing**

The scopes for this measure **include only the alignment** and check **adjustment** of the chassis geometry, including tires.

In the event of **uneven tire wear**, further work and the additional parts and working times required for replacing the tires are not included in the scope and must be recorded afterwards.

The incurred labor costs for scope 3/4 or 5/6 and the additional cost of parts required over and above this scope must then be invoiced using a **reimbursement claim** for the original campaign claim for this campaign.

**Information**

- Porsche dealers that **carry out this campaign fully** must submit an invoice for the relevant scope from **scopes 1, 2 or 3**.
- Porsche dealers which have work carried out by **an external service provider** must submit an invoice for the relevant scope from **scopes 4, 5 or 6**. In this case, please document a copy of the invoice in the warranty claim.

**Information**

The specified working times were determined specifically for carrying out this campaign and include all required preliminary and subsequent work.

The working times may differ from the working times published in the Labor Operation List in PCSS.

Scope 1: The campaign was **fully** carried out at the Porsche dealer

Check chassis setup
Includes: Measurement vehicle front and rear

Labor time: **98 TU**

⇒ **Damage code ANA1 099 000 1**

Scope 2: The campaign was **fully** carried out at the Porsche dealer

Checking and adjusting chassis setup Includes: Measurement vehicle front and rear Adjusting vehicle at front and rear (incl. assistance systems) Check and document set of tires (checking tires on one axle)	Labor time: 271 TU
⇒ Damage code ANA1 099 000 1	

Scope 3: The campaign was **fully** carried out at the Porsche dealer

Checking and adjusting chassis setup Includes: Measurement vehicle front and rear Adjusting vehicle at front and rear (incl. assistance systems) Check and document set of tires (checking all 4 tires)	Labor time: 281 TU
⇒ Damage code ANA1 099 000 1	

Scope 4: **Suspension alignment** was carried out by an **external service provider**

Check chassis setup Sublet labor: Measurement vehicle front and rear	Sublet labor time: max. 98 TUs*
* The maximum amount that will be paid as sublet labor time is the amount corresponding to the specified working time based on the individual charging rate under warranty of the respective Porsche dealer. Please include a copy of the invoice for external services with the warranty claim.	
⇒ Damage code ANA1 099 000 1	

Scope 5: **Suspension alignment** was carried out by an **external service provider**

Checking and adjusting chassis setup Sublet labor: Measurement vehicle front and rear Adjusting vehicle at front and rear (incl. assistance systems) Check and document set of tires (checking tires on one axle)	Sublet labor time: max. 271 TUs*
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* The maximum amount that will be paid as sublet labor time is the amount corresponding to the specified working time based on the individual charging rate under warranty of the respective Porsche dealer. Please include a copy of the invoice for external services with the warranty claim.

⇒ **Damage code ANA1 099 000 1**

Scope 6:

Suspension alignment was carried out by an **external service provider**

Checking and adjusting chassis setup

Sublet labor:

Measurement vehicle front and rear

Adjusting vehicle at front and rear (incl. assistance systems)

Check and document set of tires (checking all 4 tires)

Sublet labor time:

max. 281 TUs*

* The maximum amount that will be paid as sublet labor time is the amount corresponding to the specified working time based on the individual charging rate under warranty of the respective Porsche dealer. Please include a copy of the invoice for external services with the warranty claim.

⇒ **Damage code ANA1 099 000 1**

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