

E3 Cayenne – Front Seats Make Excessive Noise During Longitudinal Adjustment

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Cayenne	2019 - 2024	9YA, 9YB	n/a	n/a

Revision History

Revision	Release Date	Changes
0	July 25, 2023	Original document

Condition

The customer complains of a loud noise during longitudinal (forward/backward) adjustment of the front seat. This condition is possible from one or both front seats.

Sound example : <https://ppn.porsche.com/portal/docs/DOC-470284>

Technical Background

This topic is still under analysis by Porsche.

The current hypotheses suggest that the noise comes from either the longitudinal adjustment motor or the seat frame itself.

Service Information

1. Take a video of the noise and attach it to the PCSS job.
2. Please ensure that the motor for longitudinal seat adjustment is properly inserted into its holder

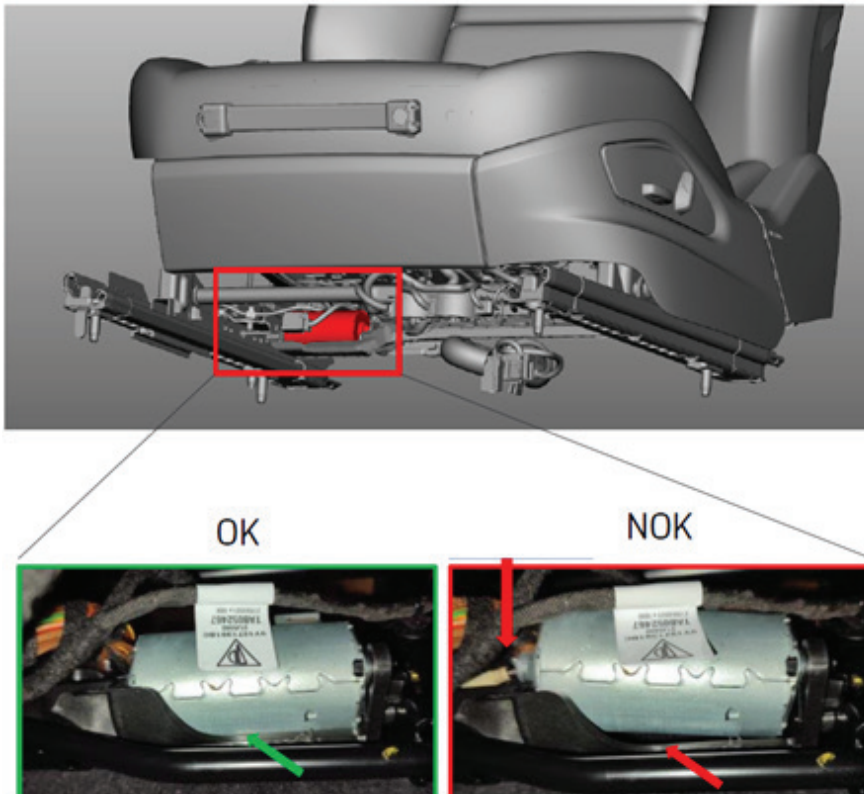


Figure 1: OK vs. Not OK installation of longitudinal seat adjustment motor

- a. If the motor is properly installed in its holder, please continue to step 3.
- b. If the motor is not properly installed in its holder, push down on the top of the motor until it clicks into the mounting bracket.

3. If the motor is properly inserted and the noise persists, please check that the seat frame is properly installed:
 - a. Loosen the seat mounting bolts
 - b. Ensure that the seat frame is properly positioned on the floor (e.g., the guide pins on the bottom of the seat rails are inserted into the correct holes on the floor)
 - c. Torque the seat mounting bolts to specification => 50 Nm
NOTE: If the noise is eliminated by properly torquing the seat mounting bolts, the seat mounting bolts must be replaced before handing the vehicle back to the customer.



Figure 2: Seat mounting bolt locations

4. If the noise further persists, please replace the seat frame as instructed in *WM 720955 – Replacing seat frame*

Warranty

As always, please document the repair completely in PCSS.

For this repair, please code the “cause” as follows:

Cause location: 72090 Front seat frame

Cause symptom: 2021 Clanks, whirs

Use the following labor operation(s) **only if a seat frame is replaced**:

72095501 Front seat frame replace (driver side, standard seat w/o Comfort Memory, 8-way)

72095502 Front seat frame replace (passenger side, standard seat w/o Comfort Memory, 8-way)

72095503 Front seat frame replace (driver side, sports seat, 8-, 14-, or 18-way)

72095504 Front seat frame replace (passenger side, sports seat, 8-, 14-, or 18-way)

Additional labor operations may be claimed **only as needed**.

Search Items

E3, Cayenne, front, seat, frame, motor, noise, whirring, adjustment

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