

**Lightweight Glass Panes Cracked – Identification and Possible Causes**

**Vehicles Affected**

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
911	2021 - 2024	992110 992120 991130 992140 992150 992410 992420 992430 992440 992450 992460 992810 992820 992850	n/a	+VW4

**Revision History**

Revision	Release Date	Changes
0	April 7, 2023	Original document
1	April 27, 2023	Update of Technical Background and Service Information
2	May 1, 2023	Update of PartIDs
3	June 26, 2023	Update of Technical Background and Service Information
4	August 21, 2023	Update of MY
5	October 3, 2023	Update of Technical Background and Service Information

## Condition

This document addresses various cracks in the lightweight exterior glass panes of the 911.

**This document is not applicable to cracks caused by external influence.**

**This document only applies to vehicles with the option VW4 – Lightweight and Noise Insulated Glass.**

## Technical Background

The various types and causes of cracks in the lightweight exterior glass panes of the 911 are outlined below.

### Door glass: Cracks in the top corner (driver or passenger side)



**Figure 1 - Door glass: cracks in the top corner**

There are two main causes for this condition:

- > The door glass is misaligned, which can cause contact between the door glass and the rear quarter glass, or
- > Force applied to the glass (i.e., instead of the door sill) throughout the door closing process can bend the glass enough to cause contact with the rear quarter glass, despite a proper window alignment with no force applied.

Updated lightweight door glass parts have been developed to address this complaint. Please see the *Door glass: cracks in the top corner* section of the Service Information for repair instructions.

### Rear quarter glass (side window pane): cracks near front edge



**Figure 2 - Rear quarter glass (side window pane): cracks near front edge**

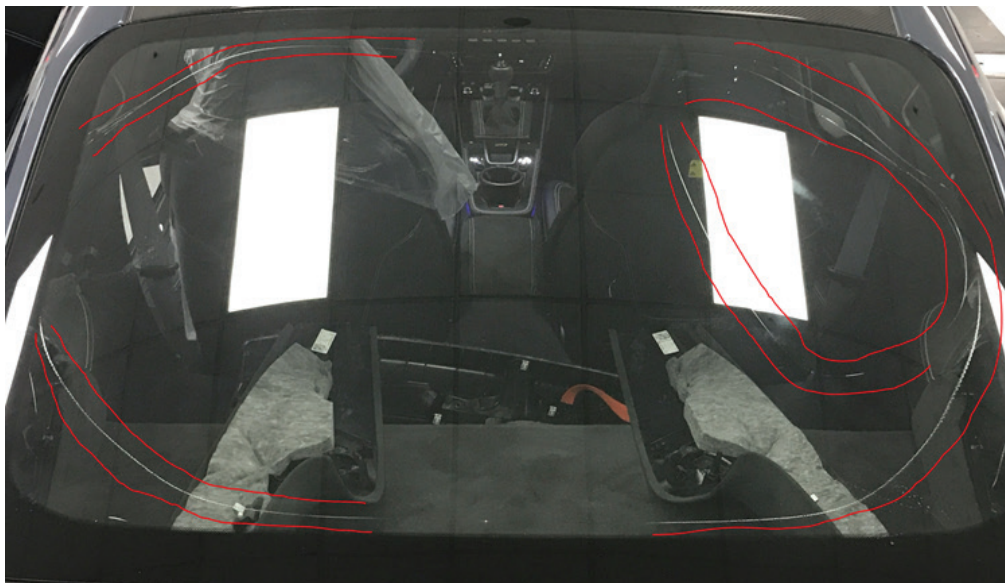
There are two main causes for this condition:

- > The door glass is misaligned, which can cause contact between the door glass and the rear quarter glass, or
- > The quarter glass mounting nuts are over-torqued

This condition is possible on both the driver and passenger sides of the vehicle.

Please see the *Rear quarter glass (side window pane): cracks near front edge* section of the Service Information for repair instructions.

**Rear window glass: various cracks**



**Figure 3 - Rear window glass: various cracks**

Stress cracks in the rear window glass are currently being analyzed by Porsche. The root causes for the different kinds of stress cracks are unknown at the time of publication of this document.

Please see the *Rear window glass: various cracks* section of the Service Information for repair instructions.

Front windshield: various cracks



Figure 4 - Front windshield: various cracks

The stress cracks in the front windshield are caused by too much stress in the outer glass pane. Updated parts have been developed to address this issue.

Please see the *Front windshield: various cracks* section of the Service Information for repair instructions.

**Service Information**

**Door glass: cracks in the top corner**

Please replace the affected glass pane(s) with the updated parts (index "H"), as instructed in *WM 644019 – Removing and installing door window glass*.

**Rear quarter glass (side window pane): cracks near front edge**

Please replace the affected glass pane(s) as instructed in *WM 647519 – Removing and installing side window (Coupe)*.

Please exercise additional caution when tightening the fastening nuts for the glass pane. Applying too much torque to the fastening nuts may cause the glass pane to crack.

**Rear window glass: various cracks**

Please replace the rear window glass as instructed in *WM 648619 – Removing and installing rear window*.

**Front windshield: various cracks**

Updated parts are available since September 4, 2023.

Please replace the front windshield as instructed in *WM 641219 – Removing and installing rear windscreed*, with the latest available version in PET.

**Warranty**

As always, please document the repair completely in PCSS.

For this repair, please code to the appropriate "cause" from below:

Cause location: 64400 Front door window

Cause symptom: 1521 Crack/fissure

or

Cause location: 64750 Side window pane

Cause symptom: 1521 Crack/fissure

or

Cause location: 64860 Rear window

Cause symptom: 1521 Crack/fissure

or

Cause location: 64120 Windshield

Cause symptom: 1521 Crack/fissure

Use the appropriate labor operations for each glass pane replaced.

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

**Cracks caused by outside influence (e.g., impact) may not be claimed under Warranty.**

### Search Items

992, 911, Lightweight glass, VW4, stress crack, door glass, windshield, window

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