

**Noise Symptom - Creaking Noise from Body Front Area of the Vehicle: Replacing Upper Trailing Arm (SY 32/17)**

Change overview

Version	Date	Change
0	03/15/2017	• First publication
1	04/05/2019	• Reference to 'a recurring customer complaint' added under 'Remedial action'.
2	02/14/2023	• TI revised • New component status for upper trailing arm available
3	12/7/2023	• Correction of part number "PAF912696"

Model Line: **Panamera (971)**

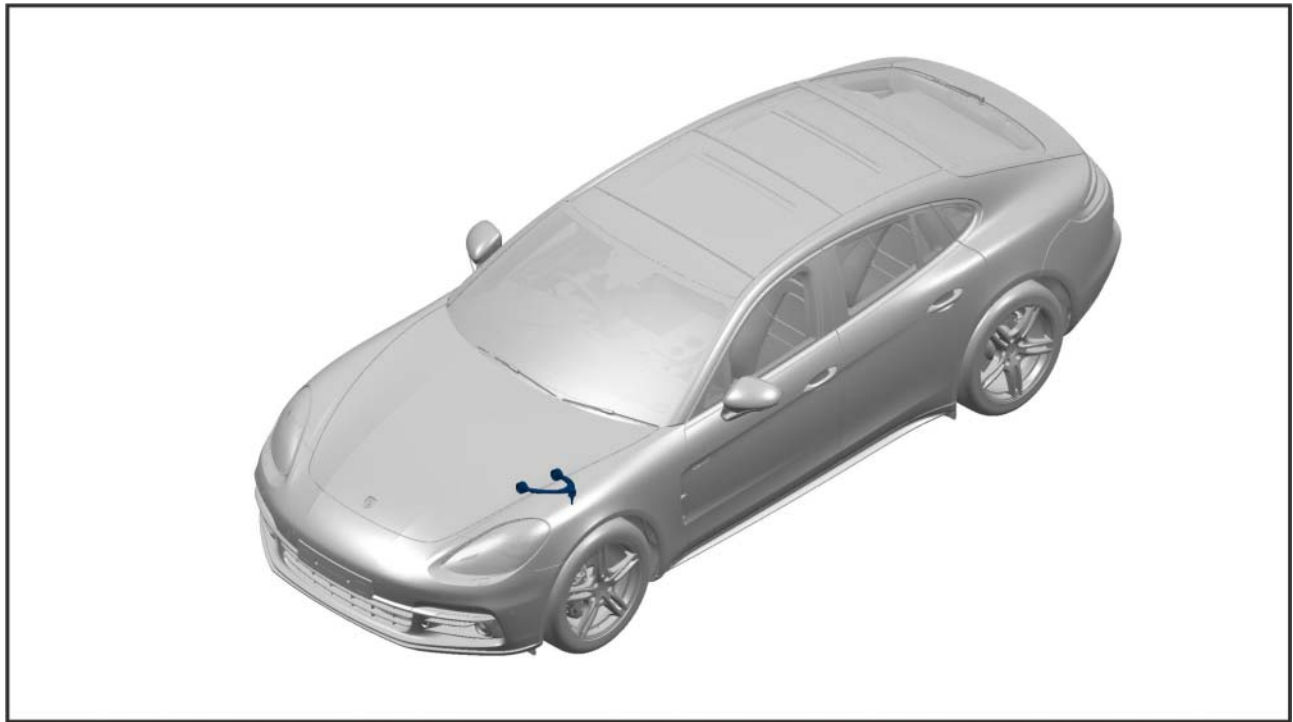
Model Year: **As of 2017 up to 2023**

Concerns: **Rubber mounting for upper trailing arm**

Symptom: **Creaking noise from body front section area at temperatures below -5 °C (23 °F).**

Cause: Under certain conditions, the attachment of the upper trailing arm rubber bearings to the body side can cause creaking noises.  
Temperatures below -5 °C can increase these noises.

Remedial Action: A new component status is available for the upper left and right trailing arms on the front axle.  
In the event of a comprehensible customer complaint, replace the upper left and right trailing arms on the front axle.



*Installation position of upper trailing arm*

## Required parts

Parts Info:

**Required parts:**

Part No.	Designation – Point of use	Number
PAE407021	⇒ Transverse control arm – upper	2 pieces
N 10680201	⇒ Hex flange bolt with inner multiple-tooth head(Duo) M10 x 75 – Wishbone on top of body	4 pieces
PAF102861	⇒ Hexagon collar nut, self-locking M10 – Wishbone on top of body	4 pieces
N 10664503	⇒ Hexagon-head bolt, M8 x 45 – Side strut to body	2 pieces
WHT008539	⇒ Hex flange bolt with inner multiple-tooth head(Duo) M10 x 80 – Dome strut to body	2 pieces
PAF912696	⇒ Hexagon nut M10 – Dome strut to body	2 pieces

WHT004571	⇒ Cheese head bolt with multiple-tooth head M14 x 1.5 x 115 – Brake calliper – M-no. 1LN, 1ZT, 1LU, 1LD	4 pieces
<b>or</b>		
WHT004572	⇒ Cheese head bolt with multiple-tooth head M14 x 1.5 x 135 – Brake calliper – M-no. 1LM, 1LP, 1LK, 1LL, 1LC, 1LI, 1ZL, 1LJ, 1LW, 1LV, 1ZQ	4 pieces
N 10456004	⇒ Internal hexagon round countersunk screw, self-locking M6 x 12 – Brake disc	4 pieces
N 10272302	⇒ Hexagon collar nut, self-locking M10 – Connecting link securing anti-roll bar to wheel bearing housing	2 pieces
N 10702302	⇒ Hexagon-head bolt M12 x 1.5 x 50 – Connecting link securing anti-roll bar to anti-roll bar – Vehicle with PDCC (M No. 1P7)	2 pieces
<b>or</b>		
N 10793603	⇒ Hexagon-head bolt M12 x 1.5 x 60 – Connecting link securing anti-roll bar to anti-roll bar – Conventional anti-roll bar	2 pieces
N 0150818	⇒ Hexagonal-head bolt M12 x 1.5 – Connecting link securing anti-roll bar to anti-roll bar – Conventional anti-roll bar	2 pieces
N 10082913	⇒ Hexagon-head bolt (combination) M6 x 16 – Cover plate on wheel bearing housing	10 pieces
WHT007021	⇒ Hexagon nut, self-locking with washer – Tensioning pin on wheel bearing housing	2 pieces
N 10261311	⇒ Hexagon nut M10 – Spring strut to body	6 pieces
N 10402904	⇒ Hexagon nut M12 – Spring strut to lower trailing arm	2 pieces
N 10628301	⇒ Hexagon-head bolt, M12 x 90 – Spring strut to lower trailing arm	2 pieces

**Additional parts required for vehicles with all-wheel drive:**

Part No.	Designation – Point of use	Number
9A740939910	⇒ Shaft seal – Flange shaft on right all-wheel drive	1 piece

9A740763500	⇒ Circlip 23.5 x 1.6 – Left final drive shaft – Flange shaft on right all-wheel drive	2 pieces
WHT005157	⇒ O-ring 23.52 x 1.78-S – Left final drive shaft	1 piece

**Additional parts required if clipped level sensors are installed on the vehicle:**

Part No.	Designation – Point of use	Number
971616213C	⇒ Level sensor – Front axle, left	1 piece
971616214C	⇒ Level sensor – Front axle, right	1 piece

### Replace upper trailing arm on the front axle

- Work Procedure: 1 Replacing upper trailing-arm.  
For work procedure, see: ⇒ *Workshop Manual '401519 Removing and installing upper trailing arm'*
- 2 Perform vehicle measurement.  
For work procedure, see: ⇒ *Workshop Manual '449503 Perform vehicle front and rear suspension alignment'*

### Invoicing

Invoicing:



#### Information

Please note the following points with regard to warranty processing:

- If there is a complaint in the period of the new vehicle warranty, invoicing can be carried out using the specified labor operation and PCSS coding using a warranty claim (application type 111).
- Complaints that occur before or during vehicle delivery must be invoiced under claim type 116.
- Processing under the Porsche Approved warranty is not possible.

For documentation and warranty claim invoicing, depending on the vehicle equipment, enter the working position and PCSS encryption specified below in the warranty claim:

APOS	Labor operation	I No.
40155600	Replacing upper trailing arm (steel chassis, without all-wheel drive)	
40155601	Replacing upper trailing arm (steel chassis, with all-wheel drive)	

APOS	Labor operation	I No.
40155602	Replacing upper trailing arm (air suspension, without all-wheel drive)	
40155603	Replacing upper trailing arm (air suspension, with all-wheel drive)	

<b>Location (FES5)</b>	40150	Upper trailing arm
<b>Damage type (SA4)</b>	2017	chafing, creaking

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