

AKA2 - Replacing Shock Absorber fork on the Front Axle (Stop Delivery/Recall Campaign)

Model Line: **Cayenne (9YA)**

Model Year: **As of 2019**

Subject: **Shock absorber forks on front axle**

Information: **Shock absorber forks with casting defects were installed on the front axle of the affected vehicles.**

These casting defects may affect the durability of the shock absorber forks. Cracks can appear in the shock absorber clamp area, causing it to break. In extreme driving situations, the wheel could then tilt in an undefined manner and touch against components around it. This would restrict the steering.

Remedial Action: Replace shock absorber fork on the front axle.

Affected Vehicles: Only the vehicles assigned to the campaign (see also PIWIS Vehicle information). This campaign affects 1 vehicle in North America.



Information

Please note that only **one** shock absorber fork (front left **or** front right) must be replaced on each vehicle.

Specific campaign scopes have therefore been defined for replacing the shock absorber forks. Every vehicle is **clearly assigned just one campaign scope**.

To find out which campaign scope is assigned to the respective vehicle for **replacing the front shock absorber fork on the front axle**, see PIWIS Vehicle Information.

- **Scope 1:** Replacing shock absorber fork on the **left** of the front axle.
- **Scope 2:** Replacing shock absorber fork on the **right** of the front axle.

For an overview of the campaign scopes, see ⇒ *Technical Information 'Warranty processing'*.

Parts required

Parts Info: Parts required for replacing the **front left** shock absorber fork (Scope 1):

Part No.	Designation – Use	Qty.
958413037H	⇒ Shock absorber bracket – left	1 ea.

N 10272202	⇒ Hexagon-head bolt, M12 x 1.5 x 95 – Spring strut to shock absorber fork	1 ea.
N 10106402	⇒ Hexagon collar nut, M12 – Spring strut to shock absorber fork	1 ea.
N 10784702	⇒ Hexagon flange bolt, M12 x 1.5 x 85 – Spring strut to lower trailing arm	1 ea.
PAF001987	⇒ Hexagon nut with washer, M12 – Spring strut to lower trailing arm	1 ea.
WHT007061	⇒ 12 point socket, M10 x 85 – Connecting link to spring strut	1 ea.
N 10286110	⇒ Hexagon collar nut, M10 – Connecting link to spring strut	1 ea.
WHT006542	⇒ Hexagon flange bolt, M10 x 130 x 26 – Upper trailing arm to wheel bearing housing	1 ea.
N 10272302	⇒ Hexagon collar nut, M10 – Upper trailing arm to wheel bearing housing	1 ea.
9Y0615447C	⇒ Air guide – left	1 ea.
9A700837900	⇒ Tie-wrap, A8.0 x 337 – Air guide to shock absorber fork	2 ea.

Parts required for replacing the **front right** shock absorber fork (Scope 2):

Part No.	Designation – Use	Qty.
958413038H	⇒ Shock absorber bracket – right	1 ea.
N 10272202	⇒ Hexagon-head bolt, M12 x 1.5 x 95 – Spring strut to shock absorber fork	1 ea.
N 10106402	⇒ Hexagon collar nut, M12 – Spring strut to shock absorber fork	1 ea.
N 10784702	⇒ Hexagon flange bolt, M12 x 1.5 x 85 – Spring strut to lower trailing arm	1 ea.
PAF001987	⇒ Hexagon nut with washer, M12 – Spring strut to lower trailing arm	1 ea.
WHT007061	⇒ 12 point socket, M10 x 85 – Connecting link to spring strut	1 ea.

N 10286110	⇒ Hexagon collar nut, M10 – Connecting link to spring strut	1 ea.
WHT006542	⇒ Hexagon flange bolt, M10 x 130 x 26 – Upper trailing arm to wheel bearing housing	1 ea.
N 10272302	⇒ Hexagon collar nut, M10 – Upper trailing arm to wheel bearing housing	1 ea.
9Y0615448C	⇒ Air guide – right	1 ea.
9A700837900	⇒ Tie-wrap, A8.0 x 337 – Air guide to shock absorber fork	2 ea.

Required tools

Tools:

- **VAS 6931 - Transmission and Engine Jack**
- Torque wrench, 4.5 – 37 ftlb. (6 – 50 Nm), e.g. **V.A.G 1331A - Torque wrench, 4.5-37 ftlb. (6-50 Nm)**
- Torque wrench, 30 – 148 ftlb. (40 – 200 Nm), e.g. **V.A.G 1332 - Torque wrench, 30-148 ftlb. (40-200 Nm)**
- **3424 - Spreader**
- **VAS 6927 - Tie-wrap pliers**

Replacing shock absorber fork on the front axle

- Work Procedure: 1 Raise the vehicle on a lifting platform ⇒ *Workshop Manual 'Lifting the vehicle'*.
- 2 Depending on which side of the vehicle is affected, remove the front left **or** front right wheel ⇒ *Workshop Manual 'Removing and installing wheel'*.
- 3 Replace shock absorber fork on the front axle.
For instructions, see ⇒ *Workshop Manual 'Removing and installing shock absorber forks'*.
- 4 Install wheel on the front axle ⇒ *Workshop Manual 'Removing and installing wheel'*.
- 5 Lower the vehicle and remove it from the lifting platform ⇒ *Workshop Manual 'Lifting the vehicle'*.

Warranty processingScope 1: **Replacing shock absorber fork on the left of the front axle****Working time:**

Replacing shock absorber fork on the left of the front axle

Labor time: **91 TU**

Includes:

Raising and lowering the vehicle

Removing and installing wheel on left of front axle

Parts required:

958413037H	Shock absorber bracket (left)	1 ea.
N 10272202	Hexagon-head bolt, M12 x 1.5 x 95	1 ea.
N 10106402	Hexagon collar nut, M12	1 ea.
N 10784702	Hexagon flange bolt, M12 x 1.5 x 85	1 ea.
PAF001987	Hexagon nut with washer, M12	1 ea.
WHT007061	12 point socket, M10 x 85	1 ea.
N 10286110	Hexagon collar nut, M10	1 ea.
WHT006542	Hexagon flange bolt, M10 x 130 x 26	1 ea.
N 10272302	Hexagon collar nut, M10	1 ea.
9Y0615447C	Air guide (left)	1 ea.
9A700837900	Tie-wrap, A8.0 x 337	2 ea.

⇒ **Damage Code AKA2 066 000 2**

Scope 2: **Replacing shock absorber fork on the right of the front axle**

Working time:		
Replacing shock absorber fork on the right of the front axle		Labor time: 91 TU
Includes:		
Raising and lowering the vehicle		
Removing and installing wheel on right of front axle		
Parts required:		
958413038H	Shock absorber bracket (right)	1 ea.
N 10272202	Hexagon-head bolt, M12 x 1.5 x 95	1 ea.
N 10106402	Hexagon collar nut, M12	1 ea.
N 10784702	Hexagon flange bolt, M12 x 1.5 x 85	1 ea.
PAF001987	Hexagon nut with washer, M12	1 ea.
WHT007061	12 point socket, M10 x 85	1 ea.
N 10286110	Hexagon collar nut, M10	1 ea.
WHT006542	Hexagon flange bolt, M10 x 130 x 26	1 ea.
N 10272302	Hexagon collar nut, M10	1 ea.
9Y0615448C	Air guide (right)	1 ea.
9A700837900	Tie-wrap, A8.0 x 337	2 ea.
⇒ Damage Code AKA2 066 000 2		

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