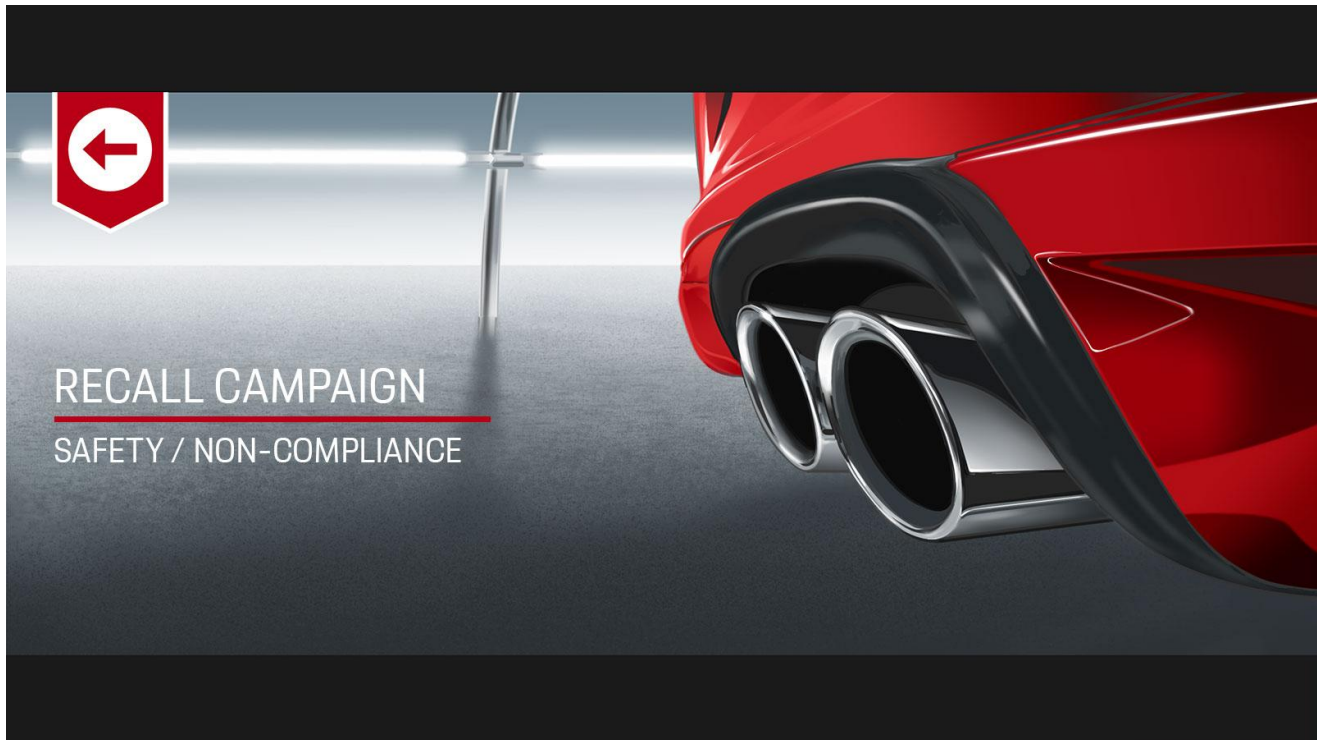


# ALA8 Stop Delivery / Recall campaign - Re-tighten four-wheel final drive and replace it if necessary



## ALA8 Stop Delivery/Recall campaign - Re-screwing all-wheel final drive and replacing all-wheel final drive if necessary

### Important Reminder

IT IS A VIOLATION OF FEDERAL LAW FOR DEALERS TO DELIVER TO CUSTOMERS NEW VEHICLES IN THEIR INVENTORY AFFECTED BY THIS NOTIFICATION UNTIL THESE VEHICLES ARE REMEDIED.

DEALERS SHOULD NOT SELL, LEASE, RENT, OR LOAN ANY NEW OR USED VEHICLES IN DEALER INVENTORY AFFECTED BY THIS NOTIFICATION PRIOR TO REMEDY. DEALERS GROUNDING LEASE RETURNS SHOULD REMEDY ALL AFFECTED GROUNDED VEHICLES.

## Overview

There is a possibility that the all-wheel final drive was not fastened to the transmission support according to specifications on the affected vehicles due to a process error by the supplier.

If this is the case, the threaded joint between the final drive and transmission support can sometimes loosen after the vehicle has been in service for just a short time. The customer may notice significant rumbling or knocking noises and vibrations from around the body front section.

If the customer continues to drive the vehicle, the final drive can move out of its installation position, causing damage to adjacent components such as the fuel tank or drive shafts. If the fuel tank is damaged in this way, fuel can also leak out. A potential risk of fire cannot be completely ruled out if leaking fuel comes into contact with a source of ignition.

To prevent this from happening, the fastening screws for the final drive must be replaced. To do this, the all-wheel final drive must be removed and re-installed correctly using new screws. If the threaded joint between the final drive and transmission support has already loosened, the all-wheel final drive must also be replaced and adjacent components must be checked for possible signs of damage.

<b>Model type</b>	911 Carrera 4S (992)
<b>Model year</b>	2020
<b>Number</b>	14

## Parts required

Part No.	Designation	Quantity/vehicle	Parts return*
PAF008637	Hexagon-head bolt, M10 x 26	2 ea.	No
PAF008660	Hexagon nut, M10	6 ea.	No
N 10629602	Hexagon flange bolt, M10 x 35	4 ea.	No
PAF107190	Collared cheese head bolt	12 ea.	No
9P1407306	Plate	6 ea.	No
992521225	Boot	1 ea.	No
PAF911439	Cheese head bolt, M8 x 16	4 ea.	No

ALA8 Stop Delivery / Recall campaign - Re-tighten four-wheel final drive and replace it if necessary

PAF009267	Hexagon-head bolt, M10 4 ea. x 40	No
-----------	--------------------------------------	----

\* The parts must be stored until such a time as the **related warranty or campaign claim has been credited**. If a **barcode is generated** with the credit note, the affected part must be sent to Porsche AG as usual. If no barcode is generated with the credit note, the part can go directly into the genuine remanufactured parts process or be scrapped.

## Ordering required parts

Please order required parts (above) as needed, without the requirement of PRMS or email.

Please refrain from ordering the additional part (all-wheel final drive below) until the affected vehicle has been inspected and it is found that part replacement is required per TI instruction.

## Additional parts required if the all-wheel final drive has to be replaced:

**Please order the all-wheel final drive only if you need it.**

Due to the limited availability of parts and the low number of affected vehicles , **this part will not be stocked automatically**.

The **expected replacement rate** for the final drive is **approx. 15%** of the affected vehicles.

If new information about the replacement quota becomes available during the course of this campaign, this will be communicated as part of a PPN update and any additional measures required for the supply and ordering of parts will be taken.

Part No.	Designation	Quantity/vehicle	Parts return*
PAB409505	All-wheel final drive, complete	1 ea.	No

\* The parts must be stored until such a time as the **related warranty or campaign claim has been credited**. If a **barcode is generated** with the credit note, the affected part must be sent to Porsche AG as usual. If no barcode is generated with the credit note, the part can go directly into the genuine remanufactured parts process or be scrapped.

## Warranty processing

**Scope 1: Checking all-wheel final drive and re-screwing final drive-** The final drive does **not have to be replaced**

Damage code	ALA8 99 000
-------------	-------------

ALA8 Stop Delivery / Recall campaign - Re-tighten four-wheel final drive and replace it if necessary

Repair code	1
Working time	535 TU

**Scope 2: Checking all-wheel final drive and replacing final drive**

Damage code	ALA8 99 000
Repair code	2
Working time	540 TU

Please enter the campaign that was carried out in the Warranty and Maintenance booklet for the vehicle.

**Information on warranty processing if the fuel tank and/or drive shaft(s) have to be replaced:**

Due to the small number of vehicles involved and the low expected replacement rate, replacement of the fuel tank and drive shafts is **not part** of this campaign.

For this reason, please send the following information about the relevant vehicle by PRMS to PCNA Warranty for warranty processing for replacement of these parts due to consequential damage, if necessary:

- Vehicle identification number (VIN)
- Repair date
- Photos of damage to the fuel tank or to the drive shafts
- List of parts used including part numbers

You will then receive further information on warranty processing based on your feedback.

**Scope 1 or 2 should not be invoiced in this case.**

## Porsche Mobility

If requested, the mobility of the affected customer can be assured by offering a suitable replacement vehicle. Please invoice this additional service with the campaign scope via WWS.

## Further information

Work instruction	TI No. 105/20, Group 3, Service, ALA8
Vehicle list and allocation	See PCSS or attached VIN list for reference
Technical Information*	See PCSS or attached TI for reference

\* Please find attached the Technical Information as a PDF file. Please bear in mind that this is provided for your information only. The version published in PCSS is the definitive version.