

Engine Symptom - Rattling Noises at Idle Speed or at Low Load from the Engine/Transmission Area (SY 200/23)

Vehicle Type: **911 Turbo (992) / 911 Turbo S (992)**

Model Year: **As of 2020**

Concerns: **Dual-mass flywheel (DMF)**

Symptom: **Within the first 2,000 km (1,200 mls) to a maximum of 5,000 km (3,100 mls), there are complaints about a disturbing rattling noise from the engine/transmission area at idle speed or at low load.**

Cause: The damping effect of the dual-mass flywheel (DMF) only develops after a certain bedding-in period. Within this bedding-in period, the engine excitation can cause the shadow gear wheels in the transmission to rattle.

Action: Ensure that the noises complained about are not caused by, e.g. loose or other components.
If the rattling noises can be clearly attributed to the transmission rattling, inform the customer that the damping effect of the dual-mass flywheel (DMF) develops with increasing mileage/km and the rattling noise disappears within 2,000 km (1,200 mls) to a maximum of 5,000 km (3,100 mls).



Information

Replacing the dual-mass flywheel (DMF) does not correct the problem in this complaint and does not provide any remedy.

If the Porsche Center believes a component replacement still necessary, the importer must first approve this via PRMS.

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