

Vibration Symptom - Tire Imbalance: Replacing Tires With Loose Acoustic Foam (SY 02/17)

General information

Revision: This bulletin replaces bulletin Grp 4, #2/17 dated April 13, 2017.

This revision includes updates to the warranty info.
- Revised time units and screen shot.

Model Year: **2017**

Model Line: **Panamera (971)**

Subject: **Tires with acoustic foam**

Symptom: Tires are imbalanced and vibrations occur as a result.

Cause: In order to reduce the **noise level from the tires**, tire manufacturers are applying **acoustic foam to the inside of the tire**.

This acoustic foam can become detached from the tire under certain conditions.

⇒ **The loose acoustic foam** can cause **tire imbalance** and **vibrations**

The following manufacturers use the following names for this technology:

- **Pirelli** – Pirelli Noise Cancelling System (PNCS)
- **Continental** – Conti Silent
- **Michelin** – Acoustic

Remedial Action: **Potentially affected tires:**

- **“Pirelli”** tires that have the following information on the sidewall
- The letters **“PNCS”** (Pirelli Noise Cancelling System), & a crossed out loudspeaker symbol
- An **“N”** rating of **“NO”**

⇒ In the event of a customer complaint and if there are loose blocks of acoustic foam in one or more of the tires, all four tires must be replaced.

*Good**Bad***Information**

From the second quarter of 2017, tires manufactured using a modified bonding process will be available.

Warranty Claim Info:

Tire Replacement: For the tires - Submit claims with TR wholesale (Formerly Tire Rack) as you normally would for a defective tire, do not claim tires through PCNA warranty.

Currently a replacement Pirelli Noise Cancelling System (PNCS) tire is not available. Until replacement Pirelli PNCS tires are available, if 1 or more tires on the vehicle has a loose acoustic foam issue, all 4 tires will be **replaced with 4 standard (non-noise cancelling) N-Spec tires in the same specifications.** Once replacement Pirelli PNCS tires become available then the normal process of replacing 1 damaged tire with 1 replacement tire will be utilized.

Labor:

PQIS Job/WWS Coding Instructions:

Part ID / Reason Code:

The PQIS job segments booked to Part ID 4440 as shown below.

Symptom ID:

1311 Imbalance

Labor Operation:

Time Units 44402006 - 4 Tires removed and reinstalled (includes wheels balanced) 175

Quality lines

1	CS	Customer statement	Technical evaluation PIRS	Cause	Correction
		Location 44400 Tire	44400 Tire	44400 Tire	
		Symptom 1311 Imbalance	1311 Imbalance	1311 Imbalance	175 TU in 1 LO / 0 Parts

Scope of labour

Labour operation	TU	TU Calc.	TU Final	TU +/-	Sub-Task	CC	WK	Paint	Quality Line (loc./sympt.)	WTY	Actions for LO
44402006 4 Tires removed and reinstalled	175	175	175	-		1	9	0	44400 - Tire 1311 - Imbalanc	-	Actions for LO

Screen Shot

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