

Technical Information

Panamera (971)

02/17 ENU 4440

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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

Potentially affected tires:

Action: • "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"

 \Rightarrow 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.

4440 ENU 02/17



Good



Bad



Information

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

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Warranty Claim

Info:

Tire For the tires - Submit claims with TR wholesale (Formerly Tire Rack) as you normally would for a defective

Replacement: 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.

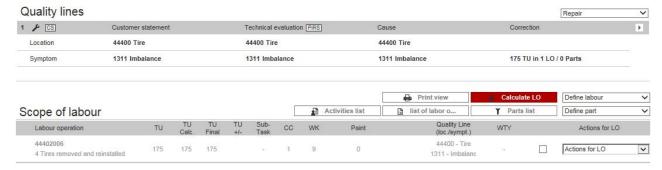
Labor: PQIS Job/WWS Coding Instructions:

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



Screen Shot

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Tester are the ones that must be followed.

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