

Noise Symptom - Creaking From Rear End Area: Checking rear spring strut for damage (SY 142/17)

Model Line: **911 Carrera/S/4/4S/GTS (991)**
911/S/4/4S/GTS Cabriolet (991)
911 Targa 4/4S/GTS (991)
911 Turbo/S Coupe/Cabriolet (991)

Model Year: **As of 2017 up to 2018**

Subject: **Rear supporting mount**

Symptom: **Creaking noise from chassis area at the rear of the vehicle.**

Cause: The spring force of the coil spring may be outside of the tolerance range.
 The increased transverse force as a result of this can overload the insert in the supporting mount.
 The piston rod may no longer be guided in centrally and touches against the supporting mount housing.
 ⇒ This produces the metallic noise.

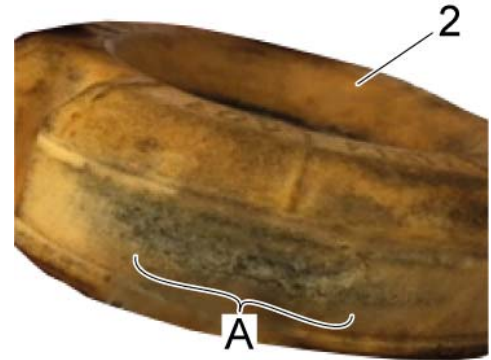
Remedial Action: Before doing any other work, the following components must be checked for damage:

- Coil spring,
- shock absorber,
- supporting mount and
- insert.

⇒ If the piston rod has already caused damage, the inserts, supporting mounts and coil springs at the rear must be replaced in pairs. The shock absorbers may or may not need to be replaced, depending on the mileage.

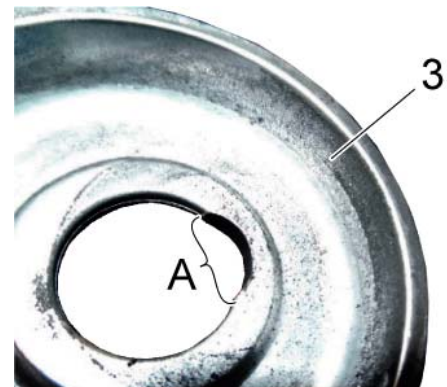
- Work Procedure: 1 Disassemble the affected rear spring strut. ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
- 2 Check insert (⇒ *Overview of rear spring strut -2-*), supporting mount (⇒ *Overview of rear spring strut -3-*), coil spring (⇒ *Overview of rear spring strut -9-*) and shock absorber (⇒ *Overview of rear spring strut -12-*) for damage.

- 2.1 Check insert (\Rightarrow *Damaged insert -2-*) for damage in area \Rightarrow *Damaged insert -A-*.



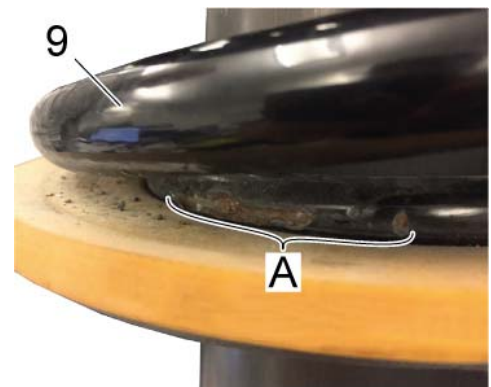
Damaged insert

- 2.2 Check supporting mount (\Rightarrow *Damaged supporting mount -3-*) for damage in area \Rightarrow *Damaged supporting mount -A-*.



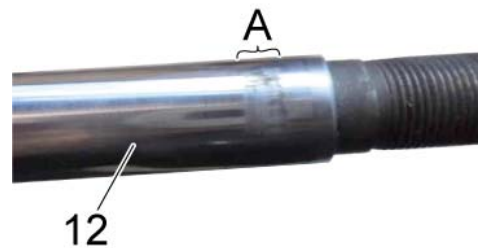
Damaged supporting mount

- 2.3 Check coil spring (\Rightarrow *Damaged coil spring -9-*) for damage in area \Rightarrow *Damaged coil spring -A-*.

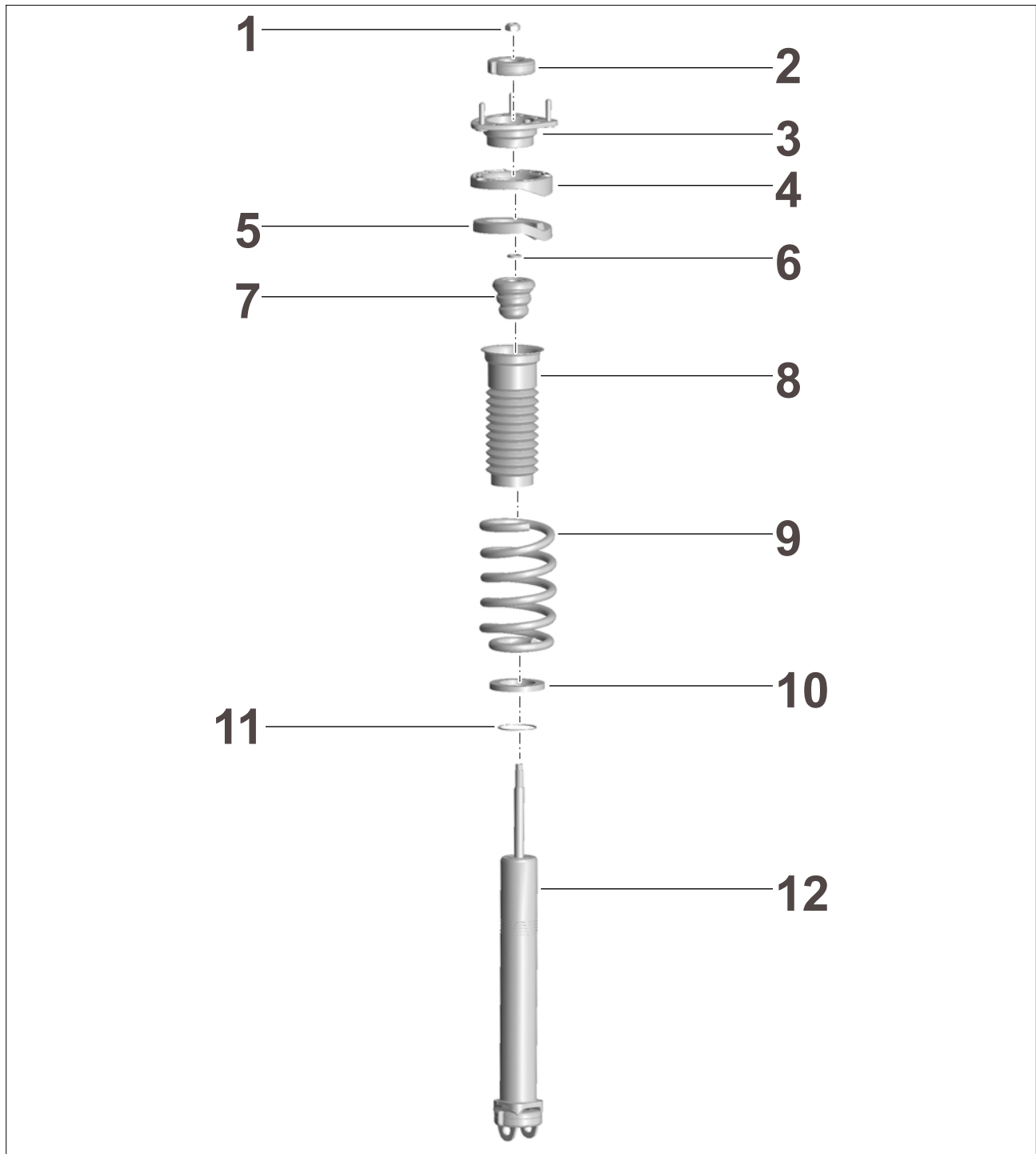


Damaged coil spring

- 2.4 Check shock absorber (⇒ *Damaged shock absorber -12-*) for damage in area ⇒ *Damaged shock absorber -A-*.



Damaged shock absorber



Overview of rear spring strut



Information

Coil springs **must** always be replaced in pairs!

- 3 If you find signs of damage, such as chafing or score marks, **replace** inserts (⇒ *Overview of rear spring strut -2-*), supporting mounts (⇒ *Overview of rear spring strut -3-*), coil springs (⇒ *Overview of rear spring strut -9-*) and shock absorbers (⇒ *Overview of rear spring strut -12-*) on the affected spring strut.



Information

If the insert shows no sign of damage on the outside, it may be damaged by the metal core on the inside.

- 3.1 Inserts (⇒ *Overview of rear spring strut -2-*), supporting mounts (⇒ *Overview of rear spring strut -3-*) and coil springs (⇒ *Overview of rear spring strut -9-*) must be replaced in pairs. ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*



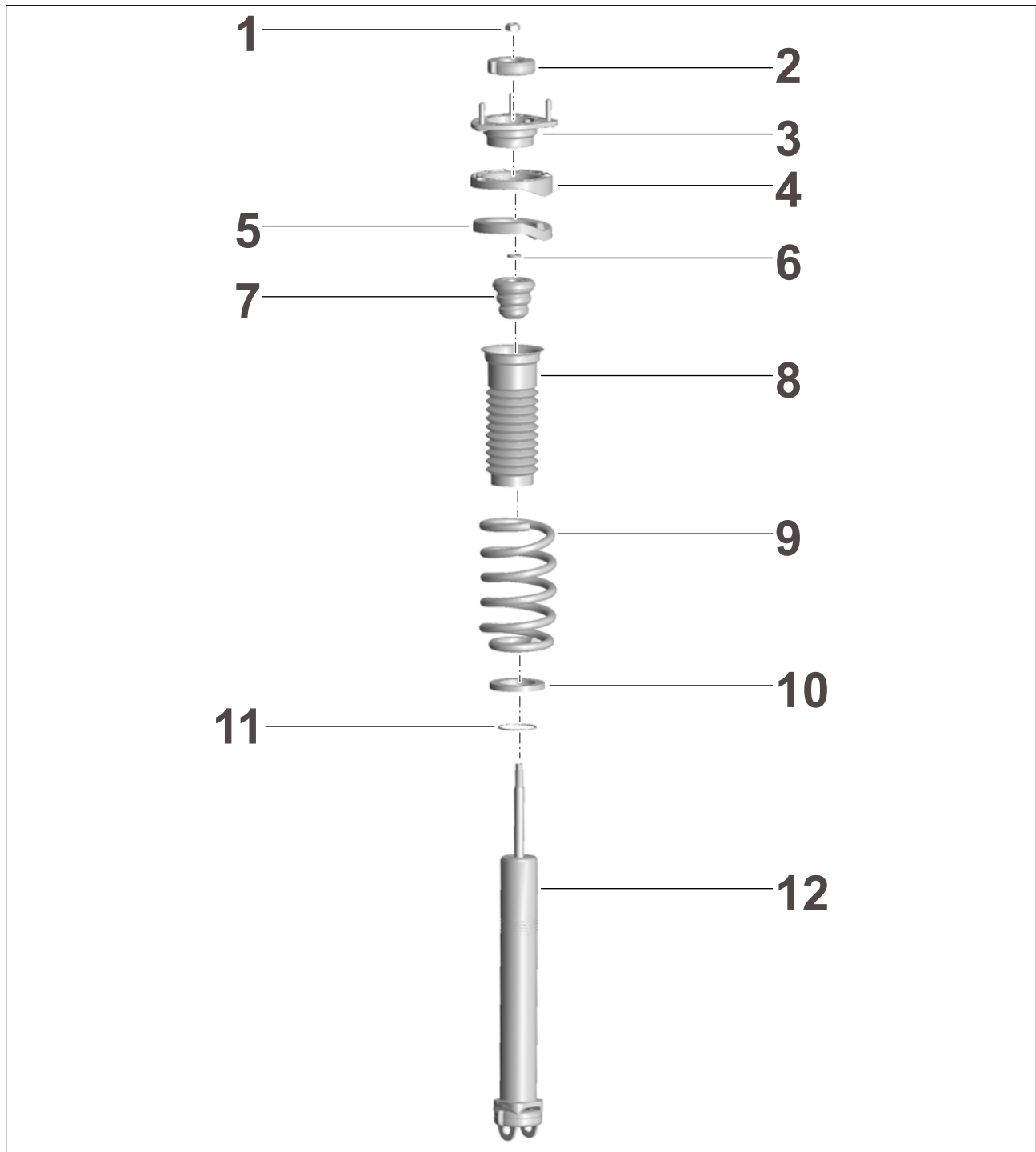
Information

Shock absorbers must always be replaced in pairs when at least one of the following preconditions is met:

- Mileage: 15,500 miles (25,000 km)
- Age: 2 years

- 3.2 Shock absorbers (⇒ *Overview of rear spring strut -12-*) must be replaced in pairs, depending on mileage and age.

End of action required.



Overview of rear spring strut

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
42713751	Disassembling and assembling rear spring struts	
42713752	Disassembling and assembling rear spring struts	

For invoicing and documentation using PQIS, enter the following coding:

Location (FES5)	42860	Spring-strut mount
Damage type (SA4)	2017	chafing, creaking

- References: ⇒ *Workshop Manual '427119 Removing and installing rear spring strut'*
 ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
 ⇒ *Workshop Manual '449503 Suspension alignment, complete'*

911 Carrera (991)/911 GTS (991)/911 Turbo (991) - with I-no. 478/Central wheel lock:

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
44951550	Adjusting vehicle at front and rear	
44052012	Removing and installing wheels	
44950300	Performing front + rear suspension alignment	
42712050	Removing and installing rear spring struts	
42713850	Disassembling and assembling rear spring struts	

For invoicing and documentation using PQIS, enter the following coding:

Location (FES5)	42860	Spring-strut mount
Damage type (SA4)	2017	chafing, creaking

- References: ⇒ *Workshop Manual '427119 Removing and installing rear spring strut'*
 ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
 ⇒ *Workshop Manual '449503 Suspension alignment, complete'*

911 Carrera (991)/911 GTS (991)/911 Turbo (991) - without I-no. 478:

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
44951550	Adjusting vehicle at front and rear	
44052002	Removing and installing wheels	
44950300	Performing front + rear suspension alignment	
42712050	Removing and installing rear spring struts	
42713850	Disassembling and assembling rear spring struts	

For invoicing and documentation using PQIS, enter the following coding:

Location (FES5)	42860	Spring-strut mount
Damage type (SA4)	2017	chafing, creaking

References: ⇒ *Workshop Manual '427119 Removing and installing rear spring strut'*
 ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
 ⇒ *Workshop Manual '449503 Suspension alignment, complete'*

911 Cabriolet (991)/911 GTS Cabriolet (991)/911 Turbo Cabriolet (991) - with I-no. 478/Central wheel lock:

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
44951550	Adjusting vehicle at front and rear	
44052012	Removing and installing wheels	
44950300	Performing front + rear suspension alignment	
42712065	Removing and installing rear spring struts	
42713850	Disassembling and assembling rear spring struts	

For invoicing and documentation using PQIS, enter the following coding:

Location (FES5)	42860	Spring-strut mount
Damage type (SA4)	2017	chafing, creaking

References: ⇒ *Workshop Manual '427119 Removing and installing rear spring strut'*
 ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
 ⇒ *Workshop Manual '449503 Suspension alignment, complete'*

911 Cabriolet (991)/911 GTS Cabriolet (991)/911 Turbo Cabriolet (991) - without I-no. 478:

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
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Damage type (SA4)	2017	chafing, creaking

- References: ⇒ *Workshop Manual '427119 Removing and installing rear spring strut'*
 ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
 ⇒ *Workshop Manual '449503 Suspension alignment, complete'*

911 Targa (991)/911 Targa GTS (991) - with I-no. 478/Central wheel lock:

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
44951550	Adjusting vehicle at front and rear	
42712060	Removing and installing rear spring struts	
44052012	Removing and installing wheels	
44950300	Performing front + rear suspension alignment	
42713850	Disassembling and assembling rear spring struts	

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Location (FES5)	42860	Spring-strut mount
Damage type (SA4)	2017	chafing, creaking

- References: ⇒ *Workshop Manual '427119 Removing and installing rear spring strut'*
 ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
 ⇒ *Workshop Manual '449503 Suspension alignment, complete'*

911 Targa (991)/911 Targa GTS (991) - without I-no. 478:

Invoicing: The work involved is invoiced under the labor operation:

APOS	Labor operation	I No.
44951550	Adjusting vehicle at front and rear	
42712060	Removing and installing rear spring struts	
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Location (FES5)	42860	Spring-strut mount
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References: ⇒ *Workshop Manual '427119 Removing and installing rear spring strut'*
 ⇒ *Workshop Manual '427137 Disassembling and assembling rear spring strut'*
 ⇒ *Workshop Manual '449503 Suspension alignment, complete'*

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