

**Noise Symptom - Knocking Noises in the Air Conditioning System: Reworking air conditioning system (SY 170/18)**

Model Line: All **911 Carrera (991)** vehicles excluding GTx models.

Model Year: **As of 2017 up to 2019**

Subject: **Air conditioning**

Symptom: Complaint about "knocking noises" from the underbody area.

Cause: Vibrations from the air-conditioning compressor can be transmitted via the refrigerant lines and holders to the underbody.

Remedial Action: In the event of a customer complaint, attach aluminum butyl damping mats on the underbody as described in the "**Work Procedure**" section.



**Information**

**The following points must be observed in relation to the part numbers listed below and the relevant vehicle (depending on equipment):**

- **Particular/modified components**, whose part numbers are listed accordingly, are **required for the remedial action**.
- **Part number indexes will increase over time**. Before performing repairs, cross reference with PET (Porsche Spare Parts Catalog), for newer parts (higher index).
- **PET must be checked** to determine if additional components are needed.

Parts Info: **971.863.815** ⇒ Insulation for tunnel

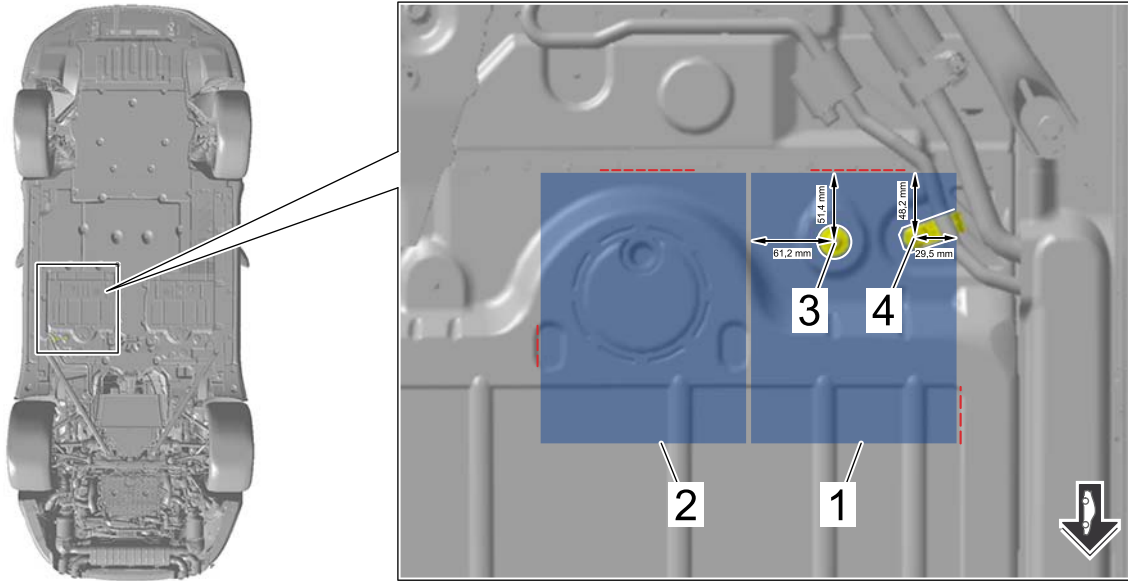
Work Procedure: 1 **Preliminary work:**

1.1 Remove cover for rear underbody, see ⇒ *Workshop Manual '519419 Removing and installing cover for rear underbody'*.

2 **Reworking air conditioning system:**

2.1 Cut damping mat (⇒ *Cutting and positioning damping mats -1-*) as shown in the screw point (⇒ *Cutting and positioning damping mats -3-*) and refrigerant line holder (⇒ *Cutting and positioning damping mats -4-*) area leaving 5 mm all the way around (⇒ *Cutting and positioning damping mats -white markings-*).

2.2 Affix damping mats (⇒ *Cutting and positioning damping mats -1 and 2-*) flush on the seam seals (⇒ *Cutting and positioning damping mats -red markings-*).



*Cutting and positioning damping mats*

**3 Subsequent work:**

3.1 Install cover for rear underbody, see ⇒ *Workshop Manual '519419 Removing and installing cover for rear underbody'*.

**End** of action required.

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

APOS	Labor operation	I No.
87004900	Reworking air conditioning system	

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

<b>Location (FES5)</b>	87340	Air-conditioning compressor
<b>Damage type (SA4)</b>	2015	creaking

References: ⇒ *Workshop Manual '519419 Removing and installing cover for rear underbody'*

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