

# Porsche Techline Assistance Request

Report Number: 01311-AQHPZU14466 created on 2017/08/23 02:46 PM  
 Priority Escalation? Yes

**TreadAct Information**    Vehicle Roll Over     Yes     No    Vehicle Fire     Yes     No

Dealer #: 01311    Repair Order#: 464378    Your Full Name: John Kuhlman\_01311  
 Your Phone #: 2486455930    Your FAX #: 2486442450    Customer Name: NICK LAZAR  
 Model: 991    Type: 810    Style: 2015 911 GT3    Transmission: Porsche Doppelkupplung (PDK)  
 VIN: WPOAC2A9XFS183697    Mileage/Kilometer: 162060    Warranty Start 12/18/2014  
 Delivery Date: 12/18/2014    Production Date: 11/11/2014  
 Recalls:  
 Previous Repairs    No previous repairs found for Part ID 4602

## Respond to all that apply below

No First visit for this issue?    Start date of repair. 08/23/2017  
Yes RSM is aware of current visit?  
No IPAS Security Codes needed/missing in e-DCS system?  
No Radio Code request?    Serial Number:    Model Number:

## Priority Level - Determined by Dealer Management

**High** - Contact within 24 hours    Part ID: 4602    Tread Relevant

## Have All Dealer Internal Resources Been Utilized? Yes

- Example - Latest Supplements, Technical Bulletins, New Product Information, e-DCS, POSES, Shop Foreman

## Request/Problem:

Customer came in with brake squeak complaint. advised customer that brakes had plenty of pad life left. Advised customer to do a few hard stops to clear brake pads/rotors of any debris. customer came back with brakes still squeaking and at that pint contacted PCNA. PCNA told me to take the brakes apart and clean them and they would cover the cost. The cleaning worked for 100 miles and the same squeak came back. Since then the customer has been in contact with PCNA and I was told to make a soundtrack a frequency file of the squeaking. See attached for files. Please advise  
John

## Notes From Tech-Line:

- 3k word limit reached - See attached document.

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09/11/2017 14:31:13 - Understood Kern. Technical support is not for providing authorization to repair a vehicle. We are intended only to act as a guide in diagnosing issues with vehicles. Only in the cases of ASM covered items are we to provide an authorization number, and even then that number must come from PAG. With regard to this vehicle, FTM Doan and I have provided a suggested course of action. If these suggestions cannot be implemented due to a measurement becoming out of specification, the vehicle should be repaired within the scope of all warranty policies and procedures. Additionally it should be noted that brake noise is a common occurrence on all vehicles, particularly those raced, as this one is in such events as the "Gumball Rally". The additional documents attached below should be observed in cases of brake noise. Please let us know what repairs are made to the vehicle and if we can provide any further suggestions. - Travis

**Attention John Kuhlman\_01311** ; If additional information is needed, please use the space below to indicate so, and then click the "RETURN" button provided below. If the vehicle has been repaired, please input the cause and/or correction in the space below, and click the "MARK COMPLETED" button.

I spoke with Richard cook at customer commitment and he advised me to do this.

I sent the pictures in a zip file to you.

The measurements are.

LF 10mm outside pad 10mm inside rotor 33.68mm

RF 10mm out 10 inside 33.50

LR 10 outside 10 insde 29.69

RR 10 outside 10 inside 29.85

The brake pads and rotors were cleaned and resurfaced on 6-14-17 at 13435 miles per Richard Cook. Let me know what else we can do. Richard Cook will also be in touch with you.

John Kuhlman

Travis.

I contacted Todd Harville after our conversation and he said to do whatever you guys recommended. I want to make it clear that we have already done this procedure per Porsche customer commitment.

We removed and reinstalled brake pads and took pictures of pads and caliper pins. then we cleaned the calipers, sanded brake pad surfaces lubricated pins and contact points along with replacing caliper bolts per request. We drove vehicle 45 miles last night and after mile 10 the brakes started to do the same thing and squeak when coming to a slow stop. I sent the screenshots I took this morning using the frequency app. Please let me know how to proceed.

Thank you

Discussed repairs with Mark Doan. Mark suggested, to Turn the rotors, replaced brake pads and hardware. Putting t a relief cut in the new brake pads and clean all contact points and grease. I have not been able to find any info in writing on modifying brake pads with relief cut, I understand what Mark D wants me to do. But management will not let me performed any modification with it being in writing, work shop procedure for turning rotors that we will have to sublet, we do not have a brake lathe, the shop we contracted thinks it may be a problem to turn them with the spec of the rotor to the min spec after machining, only have about 1 mm to work with. Jay Tuttle contacted Todd H. he informed Jay to send back ptec with measurements listed below and wait for instruction.

Jay Tuttle doesn't want us to do any modification or turn rotors.

machining specs front 33.6 rear 29.6

Travis.

Mark Doan gave us suggestions and did not authorize anything. Are conversation last week was clear that you are only giving suggestions. We are confused because we are only getting suggestions and no real authorization to do any work. The machine shop we would use to turn the rotors does not feel comfortable doing it because we only have 1 MM of material to work with. see specs provided last week on rotor measurements. The customer has been working with Jay Tuttle and he stated he is not accept the repairs of machining the rotors and cutting the brake pads for liability and safety reasons. at this point I am letting Jay Tuttle and Todd Harville let me know what repairs I need to perform, Just to make sure we have provided the measurements of pads and rotors on the car and specs of after machining Sorry put wrong specs from wm 4600tw 32.6mm front and 28.6 rear, that's how we came up with 1 mm of material to work with. If I missed something please call me.

TRAVIS WE AGREE, Fred Lavery position from the binging was the same.

Updated, per Todd H performed repairs per Mark Doan, machine all 4 rotors, replaced front, rear brake pads, shims, sensors and bolt, cleaned and greased contact points.

rotor specs after turning

rt front 33.12

left front 33.13

rt rear 29.20

left rear 29.30

road tested car over 60 miles no noise returned.

thanks

**P-Code(s)** OBDII Only

#### **Service Manager or Shop Foreman**

Name: JOHN KUHLMAN

Closing Date:

Closed By:

#### **Critical Issue Information**

Describe Customer

Complaint:

Is repair or parts delay due to a warrantable event? No Due to an accident? No

Any modifications to this vehicle? No Modifications

Does this situation have the potential for Lemon Law buyback? Yes

Is car down in Shop? Yes How many days? 20 Date vehicle arrived? 08/23/2017

Number of times the car has been in the shop for this repair? 2

How many days has this car been down cumulatively, for this repair and other warranty repairs? 20

Is customer in a loaner/courtesy car? Yes How many days? 20

If customer is not in loaner car, why not?

Who completed and reviewed warranty repair history of this car? Name/Title:

How many times has the car been in previously with this problem? 2

Who compiled and verified the accuracy of the information in this alert? Name/Title:

Porsche Service Mgr. Name: JAY TUTTLE

Describe the Technical

Problem:

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**Process/Action Plan**

Shop Foreman/Service Mgr. reviewed all workshop manuals, tech bulletins, and information books?

Which RSM did you consult with for technical assistance? TODD HARVILLE Date: 08/23/2017

Have you contacted the Dealer Support Hotline? Date:

Did the Dealer Support Hotline provide you with an action plan to repair the car?

Whom did you speak with at the Dealer Support Hotline? Travis Wood Date: 08/23/2017

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