

**Symptom - Rattling Noises from Around the Rear Axle: Check Engine Mount (183/21)**

Model Line: **911 Carrera (992)**

Model Year: **As of 2020**

Equipment: **Dynamic engine mount (I-No. JQ3)**

Concerns: **Rear engine mount**

Symptom: Customer complains about a rattling noise from the rear axle area while driving. It may only be possible to notice the noise complaints in certain sections. For example, on uneven / wavy road sections.

Cause: The cause may be the exhaustion of the maximum damping travel of the motor bearings, resulting in contact with the decoupler plate of the motor bearings.

Remedial Action: In the event of a complaint, insert rubber wedges between the engine mount and the body shell on the left and right sides of the vehicle. Then perform a test drive.

- If the rattling is no longer perceptible, the engine mounts are the cause of the customer complaint.



**Information**

The reported noise does not necessarily indicate a defect in the engine mount. The installation of new engine mounts can bring about a change in the reported noise. However, in most cases, replacement does not result in any improvement.

Inform the customer about this and advise whether the customer wishes to replace the engine mounts under these circumstances.

- If the rattling is still perceptible, find the cause separately.

**Required parts and tool**

Parts Info:	Part No.	Designation – Location	Number
	992129260	⇒ Hose clamp – Intake pipe	2 ea.
	PAF008955	⇒ O-ring, 59 x 2.5 – Intake pipe	2 ea.

**Additional parts required if the engine mounts must be replaced:**

992199384B	⇒ Hydraulic mount	2 ea.
PAF107838	⇒ Hexagon flange bolt, M8 x 50 – Mounting for hydraulic mount on body	8 ea.
PAF104694	⇒ Hexagon-head bolt, M12 x 1.5 x 70	2 ea.
992199534	– Engine carrier mounting ⇒ Cap	2 ea.

Tool: • Rubber wedge (strength approx. 10 mm/ 0.39 in)

**Preparatory work**

Work Procedure: 1 Remove intake manifold at the left and right.  
For instructions, see:  
⇒ *Workshop Manual '212419 Removing and installing pressure pipe'*

**Check engine mounts**

3D Information: The exact installation position of the rubber wedges for finding faults can be found via the following link.

103502 Check engine mounts

Work Procedure: 1 Insert a rubber wedge between the engine mount and body shell on the left and right sides of the vehicle. ⇒ *Installation position of rubber wedge* and ⇒ *Installation position of rubber wedge 2*



**Information**

Tire rubber proves itself effective here. Specifically, a piece that's approximately 14-15 mm/ 0.55 -0.59 in thick and 42 mm/ 1.65 in square.



*Installation position of rubber wedge*



*Installation position of rubber wedge 2*

- 2 Perform a test drive and check whether the rattling is still perceptible.
- 3 If the rattling can is no longer perceptible, replace both engine mounts.  
For instructions, see:  
⇒ *Workshop Manual '103519 Removing and installing engine mounts'*
- 4 If the rattling is still perceptible, find the cause separately and eliminate it.
- 5 Please remove the rubber regardless of the diagnosis' outcome prior to returning the vehicle to the customer.

### Concluding work

Work Procedure: 1 Install intake manifold at the left and right.  
For instructions, see:  
⇒ *Workshop Manual '212419 Removing and installing pressure pipe'*

### Invoicing

Invoicing: For documentation and invoicing in the event of a guarantee, state the work items required depending on the scope of work and the specified PCSS encryption in the guarantee claim:

APOS	Labor operation	I No.
10350210	Check engine mounts	
10352020	Removing and installing engine mounts	
10352010	Removing and installing engine mounts	

PCSS encryption:

Location (FES5)	10350	Engine mount
Damage type (SA4)	2013	rattles, knocks

References: ⇒ *Workshop Manual '212419 Removing and installing pressure pipe'*  
⇒ *Workshop Manual '103519 Removing and installing engine mounts'*

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