# Technical Bulletin Model 911 C2 Tiptronic Subject: ATF Front Oil Cooler Line (Service Action 092) Part Identifier 3862 Number 9204

## **ATTENTION: Service Manager/Service Technician**

This is to notify you of a Service Action involving the front lower cowl attaching screws. It has been determined that the front lower panel attaching screws may puncture the ATF line if the vehicle is driven over a concrete parking block or similar object. If the ATF line is punctured, the ATF fluid leaks out and the transmission will be damaged internally.

This Service Action involves Tiptronic transmissions equipped vehicles only. It is not possible to determine from the VIN if the vehicle is equipped with a Tiptronic transmission. Therefore, only those VIN's with Tiptronic transmission (M 249) apply to this Service Action.

The following are the applicable VIN ranges:

Model 1990: WP0AB2 96 \_ LS 45 1385 to WP0AB2 96 \_ LS 45 2104

WP0BB2 96 \_ LS 46 0331 to WP0BB2 96 \_ LS 46 0722 WP0CB2 96 \_ LS 47 0394 to WP0CB2 96 \_ LS 47 2148

Model 1991: WP0AB2 96 \_ MS 41 0073 to WP0AB2 96 \_ MS 41 1606

WP0BB2 96 \_ MS 44 0069 to WP0BB2 96 \_ MS 44 0745 WP0CB2 96 \_ MS 46 0061 to WP0CB2 96 \_ MS 46 2200

Model 1992: WP0AB2 96 \_ NS 42 0113 to WP0AB2 96 \_ NS 42 0699

WP0BB2 96 \_ NS 44 0089 to WP0BB2 96 \_ NS 44 0207 WP0CB2 96 \_ NS 46 0064 to WP0CB2 96 \_ NS 46 0923

## **Customer Notification**

Porsche Cars N.A., Inc. will notify all known owners directly by first class mail during the week of June 15, 1992, as per attached notification card.

For those vehicles in dealer inventory, or for those for which we do not have sales information, the notification will be addressed to the dealer. If the vehicle is in dealer inventory, the service action involving the replacement of the sheet metal screws in the front cowl should be performed without delay.

If the vehicle has been retailed or dealer traded, the dealer is to make the necessary arrangements to have the customer or receiving dealer contacted and the service action performed.

# **Work Procedure**

See attachment.

#### **Parts Requirement**

Parts required to perform this Service Action will be supplied free of charge to your dealership during the week of June 8, 1992.

Quantity

Part Number

**Description** 

4

N 013 966 17

Screw

©1992 Porsche Cars
North America, Inc.
All rights reserved. Cannot be
reproduced without written permission.
Porsche Technical Publications



Technical Bulletin		Model 911 C2 Tiptronic	Group 3
Subject:	ATF Front Oil Cooler Line (Service Action 092)	Part Identifier 3862	Number 9204

**Time Allowance** 

20 TU

**Administrative Procedure** 

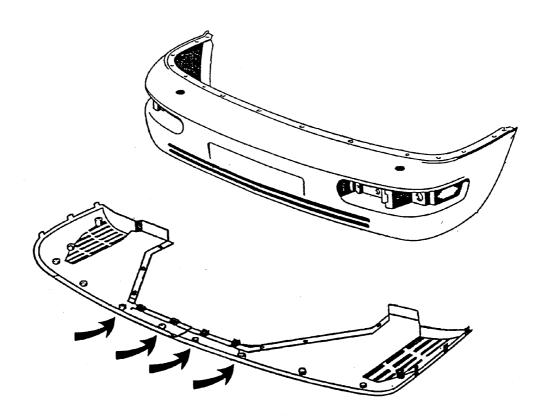
See attachment.

\$1992 Porsche Cars
North America, Inc.
All rights reserved. Cannot be
reproduced without written permission.
Porsche Technical Publications



# WORK PROCEDURE Service Action 092

- 1. Raise vehicle on a hoist.
- 2. Remove the four front lower panel sheet metal screws as indicated in the illustration below.
- 3. Install new screws, Part Number N 013 966 17, which are 13mm long.
- 4. As identification for the completion of this Service Action, put a red paint dot on the four new screw heads.
- 5. Lower vehicle.



# **ADMINISTRATIVE PROCEDURE**

## Service Action 092

ATF Front Oil Cooler Line

Warranty Claims should be submitted via IDCS

Affected VINs:

Model 1990: WP0AB2 96 \_ LS 45 1385 to WP0AB2 96 \_ LS 45 2104

WP0BB2 96 \_ LS 46 0331 to WP0BB2 96 \_ LS 46 0722 WP0CB2 96 \_ LS 47 0394 to WP0CB2 96 \_ LS 47 2148

Model 1991: WP0AB2 96 \_ MS 41 0073 to WP0AB2 96 \_ MS 41 1606

WP0BB2 96 \_ MS 44 0069 to WP0BB2 96 \_ MS 44 0745 WP0CB2 96 \_ MS 46 0061 to WP0CB2 96 \_ MS 46 2200

Model 1992: WP0AB2 96 \_ NS 42 0113 to WP0AB2 96 \_ NS 42 0699

WP0BB2 96 \_ NS 44 0089 to WP0BB2 96 \_ NS 44 0207 WP0CB2 96 \_ NS 46 0064 to WP0CB2 96 \_ NS 46 0923

Warranty Code:

R

Damage Code:

WN03 66 092 2\*

Labor Operation:

WN03 19 00

Time Units:

20 TU

Part Number(s):

N 013 966 17 (Qty. 4), screws\*\*

Warranty Parts #:

0.00 Item cost is below Warranty reimbursement level. Initial parts have been

shipped free of charge. (All Warranty Claims have a small parts allowance

built into Warranty handling reimbursement.)

In cases where the service action cannot be performed, submit the information on a claim via IDCS with the appropriate disposition code by inserting the code in the last digit of the damage code.

Disposition	Damage Code To Be Used	Parts and Labor
3 - Total loss	WN03 66 092 3	Not applicable
4 - Vehicle stolen	WN03 66 092 4	ü
5 - Vehicle left Ú.S.A.	WN03 66 092 5	ıı .
6 - Customer moved, new address unknown	WN03 66 092 6	n .
7 - Vehicle sold, new owner unknown	WN03 66 092 7	u
9 - Customer refused to comply	WN03 66 092 9	"

## **Owner Name and Address Change**

If owner name and /or address is shown incorrectly, submit correction using name/address change postcard from the Warranty and Maintenance Booklet or service action mailing, or report to Porsche Cars N.A. via IDCS to the Warranty Department of change, including VIN.

<sup>\*</sup>Dealers on IDCS should use claim template option from IDCS.

<sup>\*\*</sup>Note: All part numbers must be claimed for government compliance.

# (COPY OF LETTER TO CUSTOMERS)

# Dear Porsche Owner:

Our records indicate that you are the owner of a Porsche Carrera 2 Tiptronic. Porsche AG has determined that one of the front lower panel sheet metal screws may puncture an Automatic Transmission (ATF) cooling line if the vehicle is driven over a concrete parking block or similar object. If the ATF line is punctured, the ATF fluid leaks out and the transmission will be damaged internally.

To prevent this damage, a shorter sheet metal screw must be installed. Please contact your Porsche dealer for an appointment as soon as possible to have the necessary work performed at our cost. Replacement parts should be available at your Porsche dealer.

The estimated time to perform the necessary work is approximately 30 minutes.

If your Porsche dealer fails, or is unable to perform this work without charge to you within a reasonable amount of time, you may call or write to:

Porsche Cars North America, Inc. 100 West Liberty Street P.O. Box 30911 Reno, NV 89520-3911 Attn: Owner Relations Telephone: 1-800-545-8039

We sincerely regret any inconvenience this action may cause, nevertheless, we are confident that you understand our interest in you as our valued Porsche customer.

Sincerely,

Porsche Cars North America, Inc.