

Released Measure**Measure no.****Subject****Measure performed****Measure no.****Subject****Customer complaint (in customer's own words)**

Customer states when downshifting from third to second gear there is a squeak type noise.

Workshop fault description and presumed cause

Verified complaint. Test drove and it was noted that primarily when downshifting from 3rd gear into 2nd gear as you release the clutch pedal a loud squealing type noise can be heard from the clutch/trans area. Customer was in previously for the same complaint on 5/29/07 with 1996 miles. A PUMA case was created at that time-10308841.

Work performed

We replaced the clutch assembly on the previous visit and the noise was gone-customer states it just started acting up again within the last week.
Oddly enough we just had another R56-N14 in yesterday for the exact same problem-1st time complaint.

Suggestions?

Work performed effective

No

Tester diagnosis performed

No

Urgency

Reply requested

**Previous recommendations/queries/additional information
(valid for this VIN and case only)**

Additional information 7/20/07 2:23 PM EST Dan Lubin

An SIM will be out shortly for this. It has to do with a very cautious driving style causing a glazing on the clutch disc.

Additional information 7/20/07 2:12 PM EST Scott Hunter

Hi Dan,

I performed the procedure and the noise is indeed gone. Is this just a break in thing. Would the noise eventually subside on its own do you think?

Anyway thanks for your help.

Scott

Additional information 7/20/07 9:45 AM EST Dan Lubin

On a customer complaint basis, perform the following procedure only on a level driving surface to remedy the complaint: