

S/Section

CLIO II

List below

33

33

COLLAPSE OF THE REAR SUSPENSION

O.T.S.: 0A0F MARK: E1

Other sub-section concerned:

09

- Engine:

xxx

• Gearbox:

xxx
- Basic manual:
- Repair manual 337

TYPE	From		To	TYPE	From		To
BB0 A	F	000001	F 046216	CB0 A	F	000001	F 037566
	W	000001	W 057811		W	000001	W 032627
	Y	000001	Y 026080		Y	000001	Y 016781
BB0 C	F	000001	F 017072	CB0 C	F	000001	F 011221
	W	000001	W 022986		W	000001	W 010637
	Y	000001	Y 010661		Y	000001	Y 005278
BB0 D	F	000001	F 009981	CB0 D	F	000001	F 005886
	W	000001	W 014001		W	000001	W 004531
	Y	000001	Y 004501		Y	000001	Y 001692
BB0 E	F	000001	F 023606	CB0 E	F	000001	F 005903
	W	000001	W 026087		W	000001	W 011135
	Y	000001	Y 006325		Y	000001	Y 001758
BB0 F	F	000001	F 005213	CB0 F	F	000001	F 008357
	W	000001	W 000014		Y	000001	Y 002307
	Y	000001	Y 002081	CB0 L	F	000001	F 000002
BB0 L	F	000001	F 000004		F	000001	F 000005
BB0 S	F	000001	F 000014		W	000001	W 000004
BB0 U	F	000001	F 000007	CB0 T	F	000001	F 000557
					Y	000001	Y 000002
				SB0 A	W	000001	W 000624
				SB0 E	F	000001	F 000002
					W	000001	W 009719
				SB0 R	F	000001	F 000002
					W	000001	W 002342

CUSTOMER COMPLAINT

- Noise coming from the rear of the vehicle.

POSSIBLE CAUSE

- Breaking of a rear suspension spring.

CLAIM COMPLETION AND CODING

Destination of removed parts:

- Scrap in accordance with dealer/importer instructions.

Accounts procedure:

- Request for reimbursement or individual claim, depending on the country.
- Expense code: **91**
- Parts at cost price.
- Labour at contractual warranty rate.
- Closure date: **31/12/2002.**

O.T.S. Code: **0A0F** (0 = figure zero)

Customer Complaint Code: **7 L**

Operation Code: **3380**

Time allowed: **0.6 hours**

AFTER-SALES SOLUTION

Operation to be carried out:

- Replacement of the two rear suspension springs.

Vehicles concerned:

- See vehicle types and production run details on page 1.

When to take action:

- Upon receipt of a customer complaint.

Parts required:

- Two suspension springs according to colour:
 - red **Part no.: 77 00 839 337**
 - green **Part no.: 77 00 419 364**
 - purple **Part no.: 77 00 839 338**
 - yellow **Part no.: 77 00 430 890**
 - grey **Part no.: 77 00 274 094**

Tooling required:

- Conventional.

Description of the operation:

- Replacement of the two rear suspension springs

Marking the vehicle after the work has been carried out:

- Affix a blue label, **Part No.: 49 39 031 070**, to the driver's side front shock absorber turret.
- Mark a cross in square **E1** using a marker pen.

	1	2	3	4	5	6
A						
B						
C						
D						
E	X					

NOTE: The label, Part No.: **49 39 031 070**, is available in sheets of 10 labels (delivered in packs of 10 sheets).