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| Reference | SSM72808 |
| Models | XE / X760 |
| Title | Diagnosis – XE Scraping/clicking noise when accelerating or cornering |
| Category | Driveline |
| Last modified | 13-Jul-2016 00:00:00 |
| Symptom | 597997 Driveline Noise Concerns |
| Attachments | SSM graphic.pdf (SSM graphic.pdf) |

Content

This SSM should only be applied to the following vehicles:-
 3.0V6 petrol AWD
 VIN A947810 – A952900

Issue:

Customer reports a scraping or clicking noise from the centre floor area of the vehicle when accelerating / cornering.

Cause

Contact between the underbody cross brace and the driveshaft.

Action

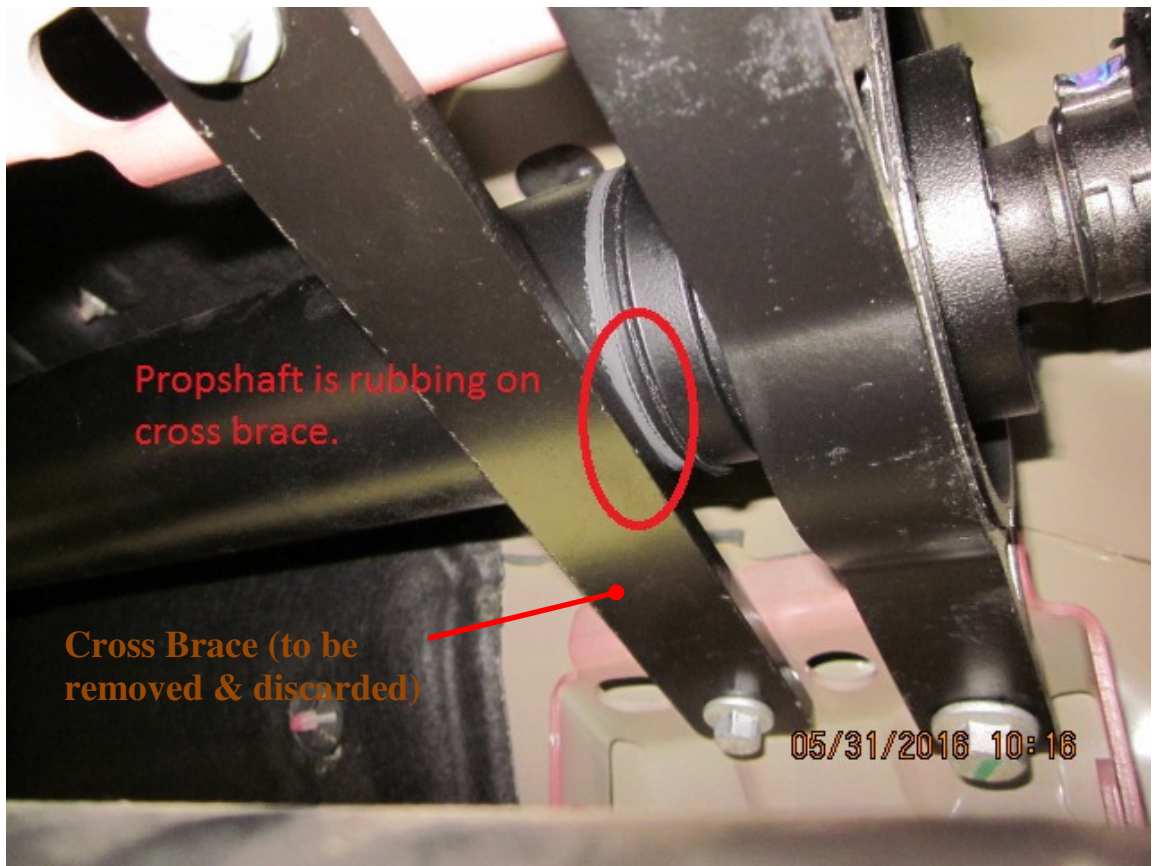
A possible source of this noise can be diagnosed by following the steps below:

Diagnosing the issue

Via road test ensure that the scraping / clicking noise is located in the central floor area.

Note: Ensure the vehicle is a 3.0V6 petrol AWD and that it is within the affected VIN range.

- Place the vehicle on a suitable ramp
- Remove the exhaust centre section.
- Remove the heat shield covering the driveshaft centre baring.
- Check a cross brace (as shown in the attachment) is fitted and if so remove and discard.
- Inspect the driveshaft for contact damage this may require replacement if damage is evident.



Propshaft is rubbing on cross brace.

Cross Brace (to be removed & discarded)

05/31/2016 10:16