



# Technical Journal

TITLE:

**Whining noise from engine**REF NO:  
**TJ 32958.5.0**ISSUING DEPARTMENT:  
**Technical Service**CAR MARKET:  
**United States and Canada**PARTNER:  
**3 US 7510 Volvo Car USA**ISSUE DATE:  
**2019-10-01**STATUS DATE:  
**2019-10-15**FUNC GROUP:  
**2169**FUNC DESC:  
**Miscellaneous****Page 1 of 2****“Right first time in Time”**

## Attachment

| File Name   | File Size                 |
|---|---------------------------|
| <a href="#">Noise from balance shaft - TJ32958.wmv</a>        | <a href="#">1.8829 MB</a> |
| <a href="#">Noise from balance shaft 2 - TJ32958.wmv</a>      | <a href="#">1.9513 MB</a> |
| <a href="#">Rattling noise from balance shaft TJ32958.wmv</a> | <a href="#">1.5820 MB</a> |

## Vehicle Type

| Type | Eng | Eng Desc  | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|-----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 1XX  | 26  |           |       |      |      |       | 2014-2019  |       | -             | 201346-201909    |
| 1XX  | 40  |           |       |      |      |       | 2014-2019  |       | -             | 201346-201909    |
| 1XX  | 49  |           |       |      |      |       | 2014-2019  |       | -             | 201346-201909    |
| 1XX  | A0  |           |       |      |      |       | 2016-2019  |       | -             | 201517-201909    |
| 23X  | 10  | B4204T23  |       |      |      |       | 2017-2019  |       | -             | 201617-201909    |
| 23X  | 8   |           |       |      |      |       | 2017-2019  |       | -             | 201617-201909    |
| 23X  | 98  | B4204T23X |       |      |      |       | 2017-2019  |       | -             | 201646-201909    |
| 23X  | 99  | B4204T27X |       |      |      |       | 2017-2019  |       | -             | 201646-201909    |
| 23X  | A2  | B4204T27  |       |      |      |       | 2017-2019  |       | -             | 201617-201909    |
| 23X  | BC  | B1BPHEV   |       |      |      |       | 2017-2019  |       | -             | 201646-201909    |
| 246  | BR  | B1FPHEV   |       |      |      |       | 2018-2019  |       | -             | 201717-201909    |
| 256  | 10  | B4204T23  |       |      |      |       | 2016-2019  |       | -             | 201537-201909    |
| 256  | 8   |           |       |      |      |       | 2016-2019  |       | -             | 201537-201909    |
| 256  | A2  | B4204T27  |       |      |      |       | 2016-2019  |       | -             | 201505-201909    |
| 256  | BC  | B1BPHEV   |       |      |      |       | 2016-2019  |       | -             | 201526-201909    |
| 256  | BR  | B1FPHEV   |       |      |      |       | 2018-2019  |       | -             | 201717-201909    |



## CSC Customer Symptom Codes

| Code | Description                                    |
|------|--|
| 8N   | Driving/Unusual noise/Unsure when/at all times |
| F1   | Driving/Unusual noise/At engine shut off       |
| F2   | Driving/Unusual noise/During acceleration      |
| ZE   | Idling/Unusual noise                           |

## VST Operation Number

| VST Operation Number | Description                                |
|----------------------|--|
| 21517-2              | Balance shaft/Balance shaft module replace |

## DTC Diagnostic Trouble Codes

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

## Text

### DESCRIPTION:

A whining or rattling sound may appear when revving up the engine. (See attached sample files.)

The sound may come from the balance shaft which is fitted in the oil sump area where the noise is most concentrated.

\* The permanent improvement of the bearing was introduced in production 25-02-2019.

### SERVICE:

Replace the balance shaft according the instructions in VIDA.

**Note:** It's extremely important to adjust the new balance shaft with the correct tools according the instructions otherwise the sound may occur again in a short mileage.

The method in VIDA has been updated to avoid repeat repairs.

### Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:

VST OP number 21517-2 Balance shaft/Balance shaft module replace.

### VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 2169.

**This TJ has three sound files.**