



## STAR ONLINE PUBLICATION

---

**Case Number:** S2003000001

**Release Date:** 03/09/2020

**Symptom/Vehicle Issue:** Noise From Front Axle Area Over Bumps

**Discussion:** Grinding or whirring noise could be intermittent or constant. Typically 30mph or higher and when hitting a bump or irregularity in road. To isolate the noise shift from 2wd high to 4wd high range while the noise is occurring. If noise is eliminated by performing this shift, inspect the radial play of the front axle shafts by removing the Front Axle Disconnect (FAD). If the output shaft moves easily inside the bushing of the intermediate shaft, the bushing has excessive wear. Next, inspect the ends of both intermediate and output shafts to confirm there is no damage (scoring grooving ect).

Damage or play found in axle disconnect assembly>>> Replace Intermediate Shaft Kit (#1 below) **AND** the output shaft.

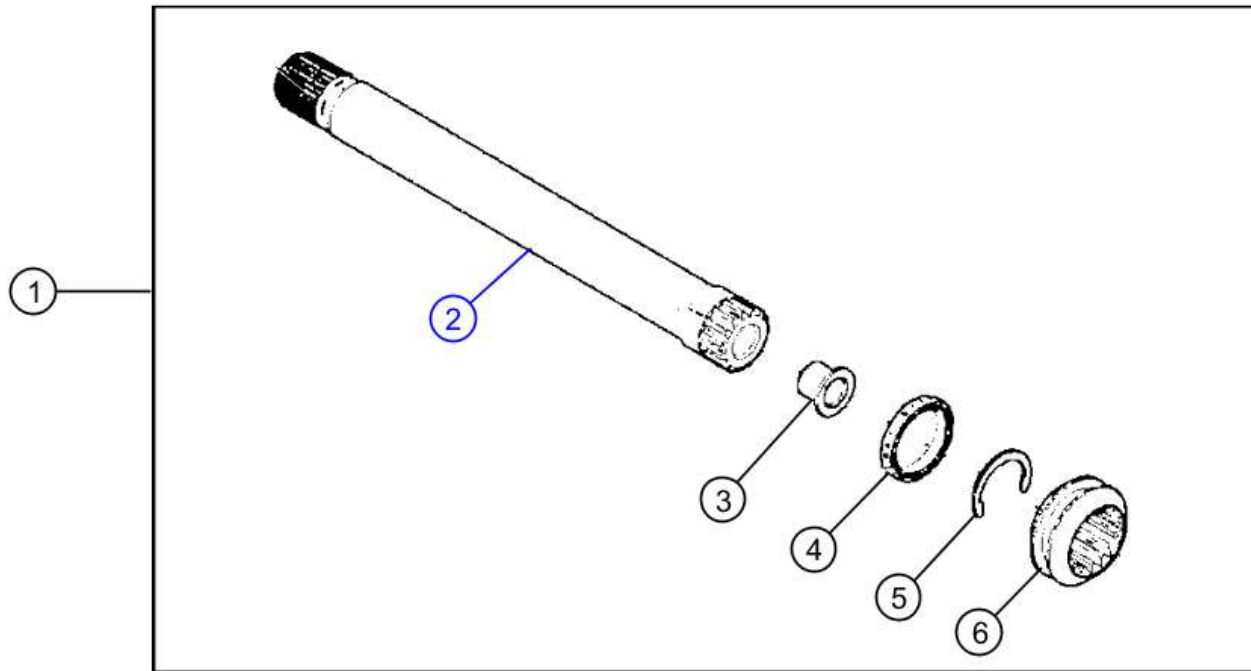
See Service Information for service procedures.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

## STAR ONLINE PUBLICATION

---



**Replace as entire kit (#1) - Intermediate Shaft Kit. Replace axle outer shaft also**

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**