

TECHNICAL TOPICS POWERTRAIN



Thumping Noise while driving

19MY onward F PACE

Customer Voice:

- There is a droning or rhythmic thumping noise from the vehicle.

Technical Description:

- A noise is heard and perceived as coming from the exhaust beginning around 1100 RPM.

Status:

- This complaint is under investigation.
- Turn off the audio and see if the noise is being broadcast by the vehicle speakers.
- Check for an AAM update and perform the update if available. Confirm the noise is eliminated.
- If the noise is not eliminated with these two steps, continue to diagnose the mechanical cause of the noise through conventional methods such as chassis ears or other NVH diagnostic tools. Create a TA if diagnostic support is required and include details and results of all diagnostic steps already taken.
- If updating the AAM resolves the complaint, please raise an EPQR.

