



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Ratcheting Or Growling Noise From Rear Differential Module (RDM).

Discussion: Some customers may experience a brief ratcheting or growling noise from the RDM at times. Upon further investigation, the noise may occur towards the end of an acceleration as the vehicle's speed levels out. Additionally, it will be noticed that the noise is not present when driven in any other mode like Snow or Mud mode.

If you receive a vehicle with this concern, please observe the "AWD System Status", and the "PTU Clutch State" data parameters in the Drivetrain Control Module (DTCM) data when the noise is present.

If the AWD system is transitioning from 4wd to 2wd, and the PTU clutch state is in "Clutch Stopping" mode when the noise is present, the noise may be a normal characteristic of the vehicle. Please compare the noise being heard to a like vehicle. If similar, do not replace any parts. The system is operating as designed at this time.

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