



## STAR ONLINE PUBLICATION



**Case Number:** S2223000051

**Release Date:** June 2022

**Symptom/Vehicle Issue:** Drone Buzz Noise In MDS Mode 1200 RPM And Up

**Customer Complaint/Technician Observation:** Customer experiences some sort of (drone, squeak, thump) undesirable noise or vibrations from AVC / ATMM Module during the following driving conditions.

1. RPM: 1230RPM to 3100RPM
2. Engine at normal operating temperature
3. Engine/powertrain operated at a light constant load. Non-hilly roads. Not towing.
4. Vehicle speed 20mph or greater

**Discussion:** This case discusses specifically the Anti Vibration Control ATMM modules mounted to the frame between the A and B pillars. Other items that can contribute to or cause unwanted vibrations are exhaust, suspension, wheel and tire, and accessory drive systems. Inspect and rule these items out prior to working on the AVC system. When vehicle inspection is complete, perform the below steps:

1. Using wiTECH, access the AVC module.
2. Select the DTC tab. If active or stored DTC's are found, document the DTC(s) and replace the ECU WITHOUT CLEARING ANY DTC's. Return the ECU through the parts return system for analysis. If there are no DTC's do not replace the modules, proceed to step 3.

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**



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3. Verify the battery voltage is above 12.6V. Use a charger to maintain voltage as needed. With wiTECH navigate to AVC Misc Function and perform the “AVC Transfer Function Routine” with doors closed, Key On Engine Off. Please give 15 to 20 seconds of time after the dampers stop vibrating.

4. Perform a test drive in the same manner the condition was first duplicated. If the condition is no longer present the vehicle may be returned to the owner.

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