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Symptom/Vehicle Issue: Proper Front Driveshaft Universal Joint (U-joint) Inspection Procedures For All Wheel Drive (AWD) Vehicles.

Discussion: As part of the normal maintenance schedule on AWD vehicles, proper inspection of the front driveshaft U-joints is required at every oil change interval. Reports from the field are indicating that some conditions that would lead to driveshaft U-joint replacement may be getting missed during the routine inspections.

Below are some areas to pay close attention to, when performing your inspection.

1. Closely inspect the U-joint bearing cups for being cracked or having pieces missing that would expose the ends of the trunnion. Please see (Figures 1 & 2).



Figure 1



Figure 2

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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2. Closely inspect the bearing cups for a missing, torn, or distorted seal. Please see (Figure 3).



Figure 3

3. Rotate the driveshaft and inspect for any excessive movement in the driveshaft yoke.
4. Inquire from the owner or vehicle operator if they notice any click or knock noise when letting off on the accelerator. This could also indicate a possible issue with the driveshaft U-joints is present.

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