

Technical Journal

TITLE:

Electrical motor sound information

REF NO: TJ 36106.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-12-06	STATUS DATE: 2022-12-13
FUNC GROUP: 4632	FUNC DESC: Electrical rear axis drive	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Attachment

File Name	File Size
TJ 36106 Sound sample ERAD1.wav	6.9368 MB
TJ 36106 Sound sample ERAD2.wav	2.3109 MB
TJ 36106 Sound sample ERAD3.wav	2.9993 MB

DESCRIPTION:

*Updated vehicle types.

If there are complaints concerning sounds generated from the ERAD (Electrical Rear Axle Drive) of the vehicle, please follow the instructions under “Service.”

CSC Customer Symptom Codes

Code	Description
8N	Driving/Unusual noise/Unsure when/at all times
F2	Driving/Unusual noise/During acceleration
ZE	Idling/Unusual noise
D2	Front/rear axle/Unusual noise

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DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	ED	E400V6					2021-2023		0000001-9999999	202037-202317
539	ED	E400V6					2022-2023		0000001-9999999	202139-202317

SERVICE:

A whining sound noticeable during electric drive is to be considered normal.

The attached files (TJ 36106 Sound sample ERAD 1,2 and 3) are examples of normal ERAD sounds under various driving conditions. For clarity, it is recommended to listen to these files with headphones.

*The sound files (TJ 36106 Sound sample ERAD 1,2 and 3) are recorded from the front seat at head position.

If, after listening to the attached sound sample files, you cannot conclude whether the vehicle in question sounds “normal” or not, please submit a Vehicle Report including a recording of the sound in question.

Be sure to record the ERAD sound with a mobile device from the front seat, at head height, and show the das displaying which speed and drive mode you are driving.

Warranty claim info:

No warranty claim is accepted for a job described in this Technical Journal since it is to be used as a guidance.

VEHICLE REPORT:

Submit a Vehicle Report if the service solution described in this TJ has no effect and technical support is needed. Use the concern area “Vehicle Report” and sub-concern area “Support Needed,” use function group 4632. Include a recording of the sound in question.

This Technical Journal has three sound files.