



STAR ONLINE PUBLICATION



Case Number: S230300003

Release Date: May 2023

Symptom/Vehicle Issue: Grinding, Rubbing, Moaning, Or Growling Noise From Center-Rear Of The Vehicle.

Discussion: Some customers may experience a grinding, rubbing, moaning, or growling noise from the center-rear of the vehicle. The noise may be present in any speed but increases in volume as vehicle speed increases. The noise will also be heard in all transfer case modes.

If the technician is working on a vehicle with the above condition, please have them perform the following repair procedure.

Repair Procedure:

1. In a safe area, slowly accelerate the vehicle for 10-15 seconds, from 10-55 mph (16-88 kph), and listen for the noise. Was the customer's concern duplicated?
 - a. Yes>>> Proceed to (Step 2).
 - b. No>>> This document no longer applies. Please continue with normal published diagnosis.

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, eCONTACT or Service Library entry if no solution is found.



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2. Using wiTECH, navigate to the Drivetrain Control Module (DTCM) “Misc Functions” and perform the “Front Axle Disconnect Engagement/Disengagement” routine. Follow all onscreen prompts and disengage the FAD to place the vehicle in 2wd mode.
3. Test drive the vehicle as outlined in (Step 1). Was the noise duplicated?
 - a. Yes>>> Proceed to (Step 4).
 - b. No>>> This document no longer applies. Please refer to normal published diagnostics for the concern and repair as necessary.
4. Using suitable chassis ears connected at the rear driveshaft center bearing, listen for the noise present at the center bearing. Was the noise heard at the rear driveshaft center bearing?
 - a. Yes>>> Replace the rear driveshaft. For detailed repair procedures, please refer to Service Library Service Information Section 03 – Differential and Driveline > Shafts, Axle/Drive/Half > Removal and Installation > Rear Driveshaft.
 - b. No>>> This document no longer applies. Please continue with normal published diagnostics.

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