



Volvo Car USA LLC

Technical Journal

| | | | |
|---|-------------------------|----------------|-------------|
| Technical Journal Title | | Ref. No. | |
| ERAD (Electric Rear Axle Drive) Bearing Noise | | TJ 36665.1.0 | |
| Issuer (Dept.) | | Issue Date | Status Date |
| Technical Service | | 7/7/23 | 7/17/23 |
| Car Market | Partner | Function Group | |
| United States and Canada | 3 US 7510 Volvo Car USA | 4601 | |
| Function Description | | Page | |
| Rear axle, complete | | Page 1 of 2 | |

Attachment

| File Name | File Size |
|---|-----------|
| TJ 36665 Faulty Motor Bearing Noise.mp4 | 0.7789 MB |
| TJ 36665 Normal Sound.mp4 | 0.7451 MB |

DESCRIPTION:

If a customer is driving in electric mode and experiences noise from the rear of the vehicle that increases with vehicle speed, please follow the instructions under "Service."

CSC Customer Symptom Codes

| Code | Description |
|------|--|
| 8N | Driving/Unusual noise/Unsure when/at all times |
| D2 | Front/rear axle/Unusual noise |

DTC Diagnostic Trouble Codes

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 238 | BC | B1BPHEV | | | | | 2018-2018 | 35 | - | 201718-201744 |
| 246 | BR | B1FPHEV | | | | | 2018-2018 | 21 | - | 201717-201742 |
| 256 | BC | B1BPHEV | | | | | 2016-2017 | 21 | - | 201508-201716 |
| 256 | BR | B1FPHEV | | | | | 2018-2018 | 21 | - | 201717-201742 |

SERVICE:

Baseline:

First please watch the baseline video (TJ 36665 Normal Sound.mp4) for an example of a **normal** ERAD sound. Use a headset or earphones to hear the sound clearly.

If a customer is driving in electric mode and experiences abnormal noise from the rear of the vehicle that increases with vehicle speed (see example video TJ 36665 Faulty Motor Bearing Noise.mp4) it is most likely an electrical motor bearing issue. No DTCs (Diagnostic Trouble Codes) will be stored and no messages will appear in the DIM (Driver Information Module).

In these cases, the **Bearing Kit**, function group 4601, should be replaced. It is not necessary to replace the complete ERAD motor.

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

Note that the TJ number must be stated in the repair order text.

VST Operation Number

| VST Operation Number | Description |
|----------------------|-----------------------|
| 46561-2 | ERAD bearing, replace |

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use the concern area "Vehicle Report" and sub-concern area "Support Needed," use function group 4601.

This TJ has 2 sound files.