

Technical Journal

TITLE:

Upper front suspension creaking/knocking noise

REF NO: TJ 36527.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2023-07-13	STATUS DATE: 2023-10-20
FUNC GROUP: 7233	FUNC DESC: Mounting	Page 1 of 3	

Attachment

File Name	File Size
TJ 36527 Creaking noise.mp4	26.624 MB
TJ 36527 knocking noise.MOV	8.0215 MB
TJ36527 Picture 1.png	0.1622 MB
TJ36527 Picture 2.png	0.0680 MB

Rows beginning with * are modified

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

DESCRIPTION:

If there is a confirmed creaking/knocking noise from the upper front suspension:

- During acceleration/braking (knocking noise.MOV and picture 1)
- During (slowly) driving over bumps and into turns (knocking noise.MOV and picture 1)
- During turning to left or right when standing still (Creaking noise.mp4 and picture 2)
- During parking maneuvering (Creaking noise.mp4 and picture 2)

Then follow the advice under Service.

*Vehicle type updated

CSC Customer Symptom Codes

Code	Description
WV	Suspension/Clicking/clonking noise/At start/stop
WY	Suspension/Clicking/clonking noise/Unsure when/at all times
X1	Suspension/Unusual noise

Technical Journal 36527.3.0

Code	Description
H4	Steering/Unusual noise/Unsure when/at all times
X8	Steering/Unusual noise/At full turn
8J	Shock absorption/Unusual noise

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2024		-	202007-202351

SERVICE:

* If there is a confirmed creaking/knocking noise from the upper front suspension.

* Do not replace any parts and do not fault trace due to this behavior.

* There will be a new upper bearing released during quarter 4 year 2023.

Warranty claim info:

*No warranty claim accepted for a job described in this TJ.

*TJ to be used only as information.

LABOR TIME:

76138 1.5

76149 2.6

VEHICLE REPORT:

*Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report Polestar" and sub concern area "Support not needed Polestar", use function group 7233.

To view TJ attachments continue to next page. This TJ has two images and two sound files.

