

Technical Journal

TITLE:

Electrical Motor (ERAD) Sound Information

REF NO: TJ 36756.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2023-10-19	STATUS DATE: 2023-10-26
FUNC GROUP: 4632	FUNC DESC: Electrical rear axis drive	Page 1 of 2	

Attachment

File Name	File Size
TJ 36756 1.wav	6.9368 MB
TJ 36756 2.wav	2.3109 MB
TJ 36756 2.wav	2.3109 MB

DESCRIPTION:

If a customer is concerned with the sound generated from the ERAD (Electrical Rear Axle Drive), please follow the advice in "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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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534	ED	E400V6					2021-2023	19	-	201935-202316
534	EG	E400V9					2022-2023	19	-	202101-202316
534	ET	E400V35					2023-2023	19	-	202225-202316
534	FD	E400V26					2024-2024	19	-	202317-202346
534	FE	E400V20					2024-2024	19	-	202317-202340
534	FG	E400V37					2024-2024	19	-	202317-202339

SERVICE:

A whining sound noticeable during electric drive is considered normal.

Listen to the attached sound files as a reference. To hear the sound clearly, a headset or earphones are recommended. This is considered to be a normal ERAD motor sound.

Note: The sound files (TJ 36756 1, 2, and 3) are recorded from the front seat at the head position.

If you are having difficulty determining if a customer's vehicle is making an abnormal noise, please submit a vehicle report. Include a video recording of the sound from the front seat at the head position, also showing the speed and drive mode.

Warranty claim info:

No warranty claim will be accepted for this TJ since it is for information purposes only.

LABOR TIME:

Labor time subject to change without notice.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if technical support is needed. Use the concern area "Vehicle Report Polestar" and sub-concern area "Support Needed", use function group 4632.