

# V O L V O

## Volvo Car USA LLC

## Technical Journal

Technical Journal Title Noise from ERAD in Cold Climate Conditions		Ref. No. TJ 37299.1.0	
Issuer (Dept.) Technical Service		Issue Date 2/27/25	Status Date 3/10/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA		Function Group 4632
Function Description Electrical rear axis drive		Page Page 1 of 2	

## Attachment

File Name	File Size
<a href="#">TJ_37299_1.mp4</a>	19.3 MB

## DESCRIPTION:

If a customer experiences noise from the rear of the vehicle, often generated at low speeds and during cold climate conditions (listen to the attached file TJ\_37299\_1.mp4 as a reference), please follow the advice 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
536	EH	E400V8					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
539	EH	E400V8					2024-2026		-	202317-999952
539	ER	E400V12					2024-9999		-	202317-999952

## SERVICE:

Listen to the attached file as a reference. If you would like assistance with diagnosing the noise, please submit a TIE Vehicle Report. Include a video recording of the sound from the driver’s seat at the head position. Show the dashboard to indicate the speed and drive mode you are driving.

Note! Do not replace any parts as this will not solve the issue.

Analysis is ongoing, and this journal will be updated accordingly.



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### Warranty claim info:

No warranty claim is accepted for this TJ.

### VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub-concern area "Support Needed", use function group 4632.

**This TJ has one sound file attachment.**