

# Technical Journal

TITLE:

**Noise From The ERAD in Cold Climate Conditions**

REF NO: <b>TJ 37314.1.0</b>	ISSUING DEPARTMENT: <b>Technical Service</b>	CAR MARKET: <b>United States and Canada</b>	
PARTNER: <b>3 US 7515 Polestar</b>		ISSUE DATE: <b>2025-03-13</b>	STATUS DATE: <b>2025-03-18</b>
FUNC GROUP: <b>4632</b>	FUNC DESC: <b>Electrical rear axis drive</b>	Page 1 of 2	

## Attachment

File Name	File Size
<a href="#">TJ_37314_1.mp3</a>	<a href="#">0.2885 MB</a>

## DESCRIPTION:

If a customer experiences a noise from the rear of the vehicle, often generated in low speeds and during cold climate conditions (please listen to the attached file TJ\_37314\_1.mp3 as a reference), follow the advice under "Service".

To be able able to receive correct sound when listening, a headset or earphones is recommended. The noise was recorded from inside the vehicle on the driver 's side.

ERAD-Electric Rear Axle Drive

## 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
534							2024-9999		-	202317-999952

# Technical Journal 37314.1.0

**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.

**Warranty claim info:**

No warranty claim is accepted for this TJ.

**LABOR TIME:**

Labor time subject to change without notice.

**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 Polestar" and the sub-concern area "Support Needed Polestar", use function group 4632.

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