



AS5-25: Axle Whine Information

08/08/2025

REGION: ALL MARKETS

FOR ATTENTION: DEALER PRINCIPALS, GENERAL MANAGER, SALES & AFTERSALES MANAGER

BULLETIN CONTACT: REGIONAL BUSINESS & REGIONAL AFTERSALES MANAGERS (RBMs & RAMs)

EXECUTIVE SUMMARY

- Axle Whine Under No-Load Conditions – Guidance for Diagnosis and Customer Communication

Purpose

- We would like to provide further clarification regarding customer reports of a slight axle whine under no-load conditions - typically observed during coasting or deceleration without throttle application.

Note: If a whine is observed under different conditions, such as whilst accelerating – the information below does not apply, and the condition must be investigated fully, utilising the technical support process as necessary.

Description

- The Grenadier is an all-terrain vehicle designed primarily to be mechanically durable in tough circumstances, with permanent four-wheel-drive chosen over less heavy-duty electronic systems. This noise is a characteristic of the beam axle technology used in our vehicles and, in isolation, is not typically a cause for concern. The presence and intensity of the whine may vary slightly from vehicle to vehicle based on a number of factors, including:

1. Driving style
2. Vehicle use case and load conditions
3. Maintenance history (especially axle oil quality)
4. Ambient temperature and environmental influences
5. Carpet or Rubber Flooring

Diagnostic Guidance

- In the event that a customer reports axle whine, we advise the following basic checks be performed:
 1. Inspect for visible leaks from the axle assembly
 2. Assess the axle oil level
 3. Check for signs of contamination in the axle oil
 4. Check for any obvious wear or play within drivetrain components
- If no abnormalities are found, and the axle continues to function as intended with no associated drivability or mechanical issues, the noise can be considered a normal feature of the axle system and does not require parts replacement.

However, if the noise is accompanied by:

1. Additional or abnormal mechanical symptoms
2. Any functional concern such as harshness, judder, or loss of drive

then a full investigation should be carried out and any confirmed faults should be repaired accordingly.

Ongoing Product Development

- We want to assure you that product developments, including NVH adjustment, is ongoing, and any validated updates that prove to be backwards compatible will be communicated to the network via standard field action channels.

Note: Any changes to this procedure, or information within this notice will be communicated accordingly

Thank you as always for your support and commitment to delivering a high-quality customer experience. Should you have any technical queries, please raise a ticket through your Regional Technical Support channel.

*Best regards -
INEOS Automotive*