



STAR ONLINE PUBLICATION



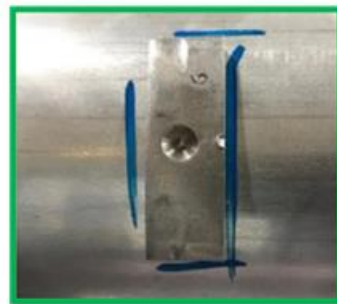
Case Number: S2516000001

Release Date: October 2025

Symptom/Vehicle Issue: Driveline Vibration. Prop Shaft Diagnostic Information.

Customer Complaint/Technician Observation: Customer may complain of a vibration that changes with vehicle speed. Technician performs diagnostics measuring frequency to isolate the issue to propshaft speed.

Discussion: Drive shaft service information in Service Library is currently in process of being updated. The improvements will be in group 03 – Differential and Driveline / Driveshaft / Diagnosis and Testing – Driveshaft. The update information is in the subject of inspecting the driveshaft balance weights and also the balancing paint markings. Missing balance weights and improperly clocked driveshafts can cause vibrations. See the below images.



Left(red)- Weight Missing. Right (green)- Weight attached properly.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

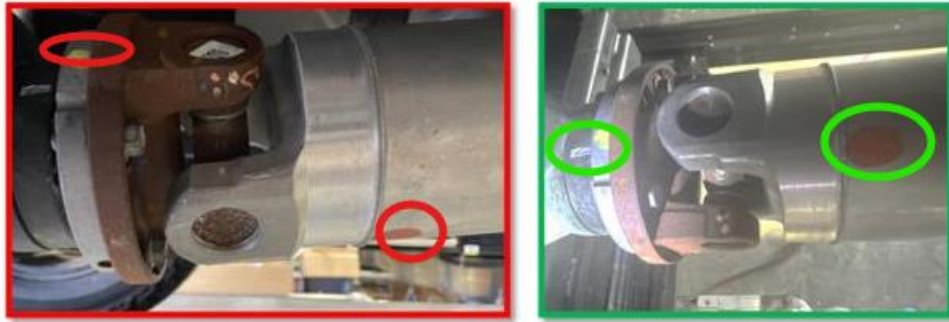
Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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If a weight is missing from the shaft it will be necessary to replace the driveshaft.



Left (red) - Out Of Phase. Right (green)- Correct Phasing

If a drive shaft paint marks are not in the same phase, remove the flange retaining bolts and correct the clocking issue.

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