

Technical Journal

TITLE:

Noise From ERAD in Cold Climate Conditions

REF NO: TJ 37314.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2026-01-27	STATUS DATE: 2026-02-05
FUNC GROUP: 4632	FUNC DESC: Electrical rear axis drive	Page 1 of 2	

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Attachment

File Name	File Size
TJ_37314_1.mp3	0.2885 MB

DESCRIPTION:

If a customer experiences a noise from the rear of the vehicle, often generated at 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".

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
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Technical Journal 37314.2.0

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 using.

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

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

*The estimated timeline for the solution is during quarter 3 2026.

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.