

Howling noises in drive train in area of front axle differential

Topic number	LI33.30-N-071003
Version	1
Function group	33.30 Final drive, differential, drive shaft
Date	02-19-2020
Validity	Model 906, 907 with code ZG1 (all-wheel drive, engageable) Model 906, 907 with code ZG3 (engageable all-wheel drive with gear reduction ratio)
Reason for change	Distribution extended
Reason for block	

Complaint:

Howling noises in drive train in area of front axle differential.

Information:

- When accelerating,
- in overrun mode or
- when maintaining the same speed.

Cause:

This topic is under analysis

Remedy:

1. If there is a corresponding customer complaint, please create a PTSS case with reference to this LI document LI33.30-N-071003 and wait for instructions (take SI00.00-S-0086A into consideration).

Info: To investigate the fault profile more precisely, further information is required. Please attach the following information (pictures, video & sound recordings, etc.) to the PTSS case and answer the following questions in the PTSS case.

Pictures:

- Pictures of the serial number of the front axle differential and the transfer case.
- Pictures of the vehicle inside, outside and underbody (incl. suspension)
- Pictures of the tires installed on the vehicle.

Info: The tire size of the tires installed on the vehicle must be legible on the pictures.

Video or sound recordings (essential):

- Video or sound recording of the complaint.

Info: The video or sound recording can be made with a smartphone.

Info: If possible, film the speedometer and the tachometer at the point when the problem occurs.

Info: Say "Now" when the problem starts and stops.

XENTRY TIPS

Info: In a sound recording, say the speed of the vehicle. When accelerating or decelerating, say the speed in 10 km/h steps.

Questions:

- When exactly does the problem occur?
- At what speed does the problem occur?
- In which load state does the problem occur?
- In which loading conditions does the problem occur?
- In which driving mode does the problem occur (all-wheel drive with/without reduction ratio, or rear wheel drive)?
- What expansion measures have been undertaken on the vehicle?

Attachments	
File	Description
SI00.30-S-0086A_Service Information_Guidelines for queries in the event of technical complaints.pdf	Service Information, Guidelines for queries in the event of technical complaint
Front Axle Number Location.JPG	Example: Front Axle Number Location

Symptoms
Chassis/suspension / Noises / Humming/droning/throbbing
Power transmission / Noises / Howling/whistling
Power transmission / Differential / Front axle differential / Noises / Howling
Power transmission / Transfer case / Noises / Howling/whistling
Power transmission / Transfer case / Noises / Humming/droning
Power transmission / Power take-off/additional drive system / Noises / Howling
Chassis/suspension / Noises / Howling
Power transmission / Noises / Humming/droning

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			33401 46	Front axle differential – howls The listed damage code is not to be considered as an acceptance of costs. The general guidelines in the Warranty Manual apply.

WIS-References			
Document number	Title	Note	Allocation
SI00.00-S-0086A	Service Information: Guidelines for queries relating to technical complaints		Remedy

Validity		
Vehicle	Engine	Transmission

XENTRY TIPS

Sprinter 907	*	*
Sprinter 907 - 907.131	*	*
Sprinter 907 - 907.133	*	*
Sprinter 907 - 907.135	*	*
Sprinter 907 - 907.141	*	*
Sprinter 907 - 907.143	*	*
Sprinter 907 - 907.145	*	*
Sprinter 907 - 907.153	*	*
Sprinter 907 - 907.155	*	*
Sprinter 907 - 907.221	*	*
Sprinter 907 - 907.223	*	*
Sprinter 907 - 907.231	*	*
Sprinter 907 - 907.233	*	*
Sprinter 907 - 907.235	*	*
Sprinter 907 - 907.241	*	*
Sprinter 907 - 907.243	*	*
Sprinter 907 - 907.245	*	*
Sprinter 907 - 907.253	*	*
Sprinter 907 - 907.255	*	*
Sprinter 907 - 907.621	*	*
Sprinter 907 - 907.623	*	*
Sprinter 907 - 907.631	*	*
Sprinter 907 - 907.633	*	*
Sprinter 907 - 907.635	*	*
Sprinter 907 - 907.637	*	*
Sprinter 907 - 907.641	*	*
Sprinter 907 - 907.643	*	*
Sprinter 907 - 907.645	*	*
Sprinter 907 - 907.647	*	*
Sprinter 907 - 907.653	*	*
Sprinter 907 - 907.655	*	*
Sprinter 907 - 907.657	*	*
Sprinter 907 - 907.721	*	*
Sprinter 907 - 907.723	*	*
Sprinter 907 - 907.731	*	*
Sprinter 907 - 907.733	*	*
Sprinter 907 - 907.735	*	*
Sprinter 907 - 907.737	*	*
Sprinter 907 - 907.741	*	*
Sprinter 907 - 907.743	*	*
Sprinter 907 - 907.745	*	*
Sprinter 907 - 907.747	*	*

XENTRY TIPS

Sprinter 907 - 907.843	*	*
Sprinter 907 - 907.855	*	*
Sprinter 907 - 907.857	*	*
Sprinter III	*	*
Sprinter III - 906.111	*	*
Sprinter III - 906.113	*	*
Sprinter III - 906.131	*	*
Sprinter III - 906.132	*	*
Sprinter III - 906.133	*	*
Sprinter III - 906.134	*	*
Sprinter III - 906.135	*	*
Sprinter III - 906.136	*	*
Sprinter III - 906.153	*	*
Sprinter III - 906.155	*	*
Sprinter III - 906.211	*	*
Sprinter III - 906.213	*	*
Sprinter III - 906.231	*	*
Sprinter III - 906.233	*	*
Sprinter III - 906.235	*	*
Sprinter III - 906.253	*	*
Sprinter III - 906.255	*	*
Sprinter III - 906.611	*	*
Sprinter III - 906.613	*	*
Sprinter III - 906.631	*	*
Sprinter III - 906.633	*	*
Sprinter III - 906.635	*	*
Sprinter III - 906.637	*	*
Sprinter III - 906.653	*	*
Sprinter III - 906.655	*	*
Sprinter III - 906.657	*	*
Sprinter III - 906.711	*	*
Sprinter III - 906.713	*	*
Sprinter III - 906.731	*	*
Sprinter III - 906.733	*	*
Sprinter III - 906.735	*	*