

Noise from propeller shaft/rear axle from approx. 25 mph

Topic number	LI41.10-N-068968
Version	3
Function group	41.10 Propeller shaft
Date	07-23-2020
Validity	Model 907
Reason for change	Adaptation of the audio files
Reason for block	

Complaint:

Noise from propeller shaft or rear axle from approx. 25 mph (vibrations, humming, droning, howling, running noise of axle drive).

Cause:

Under analysis

Remedy:

In event of corresponding customer complaint, please create a PTSS case and include the following data:

- Is it a humming or a howling noise?
- Do vibrations occur at the same time?
- Does it occur at a specific engine speed, regardless of which gear is engaged?
- Is it louder in one gear than in another?
- When exactly does the problem occur?
- At which road speed?
- In which gear?
- At which engine speed?
- In which load condition?
- When carrying what sort of load?
- In what vehicle operating conditions (warm or cold)?
- Which tires and what size of tires are installed at present (attach pictures to the case)
- What type of leaf spring is installed: 1-leaf / 2-leaf / 3-leaf (attach picture of leaf spring, ensuring part number is legible).
- Pictures of the vehicle (inside, outside and underfloor, incl. suspension)

If possible, attach picture of propeller shaft with adhesive label including legible part number. (See Picture 01)

XENTRY TIPS

It is absolutely essential to attach an audio file of the problem to the case.

The audio file must be recorded in MP3 or MP4 format using a suitable recording device (e.g. smartphone).

When doing so, make sure that there is no background noise.

Proceed as follows:

1. Measure phenomenon in constant conditions (at constant speed). Include the following details, saying them directly on the recording: gear, engine speed, road speed. Then say "now!" when the phenomenon starts.
2. Ramp-up measurements in one gear, the gear being one in which the phenomenon is known to occur (according to driver). When doing so, say the engine speeds on the recording in 500-revolution increments; here too say "now!" when the phenomenon starts.
3. If the phenomenon occurs in several gears, carry out a separate ramp-up measurement for each gear.

An audio file is sufficient – a MOVIE file is not required.

Here again is a summary of the information required:

Required mobile phone measurements:

- 1) Ramp-up/acceleration with no gear change, with announcement of: # Gear # Engine speed at least every 500 rpm # "now!" when noise starts.
- 2) Constant speed when noise occurs, with announcement of: # Gear # Engine speed # Road speed
- 3) Info on load: no / yes (how many kg)

Attachments	
File	Description
01.jpg	Propeller shaft

Symptoms
Power transmission / Noises / Throbbing/intermittent humming
Chassis/suspension / Noises / Humming/droning/throbbing
Power transmission / Noises / Humming/droning
Power transmission / Drive shaft / Propeller shaft / Noises / Humming/droning

Validity		
Vehicle	Engine	Transmission
Sprinter 907	642	711
Sprinter 907	651	725
Sprinter 907	651	711
Sprinter 907	651	722
Sprinter 907	274	725
Sprinter 907	642	722

XENTRY TIPS

Sprinter 907	274	722
Sprinter 907	274	711
Sprinter 907	642	725

Attachments

01.jpg:

