

## Technical Journal

TITLE:

**Upper front suspension creaking/knocking noise**

<b>REF NO:</b> TJ 36527.5.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7515 Polestar		<b>ISSUE DATE:</b> 2024-01-02	<b>STATUS DATE:</b> 2024-01-24
<b>FUNC GROUP:</b> 7233	<b>FUNC DESC:</b> Mounting	<b>Page 1 of 4</b>	

### Attachment

File Name	File Size
Bearing needed.png	0.0696 MB
<a href="#">TJ 36527 Creaking noise.mp4</a>	26.624 MB
<a href="#">TJ 36527 knocking noise.MOV</a>	8.0215 MB
TJ36527 Picture 1.png	0.1622 MB
TJ36527 Picture 2.png	0.0680 MB

Rows beginning with \* are modified

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

### DESCRIPTION:

If there is a confirmed creaking/knocking noise from the upper front suspension:

- During acceleration/braking (knocking noise.MOV and picture 1)
- During (slowly) driving over bumps and into turns (knocking noise.MOV and picture 1)
- During turning to left or right when standing still (Creaking noise.mp4 and picture 2)
- During parking maneuvering (Creaking noise.mp4 and picture 2)

Then follow the advice under Service.

\*Service updated and VST operation No added

### CSC Customer Symptom Codes

Code	Description
WV	Suspension/Clicking/clonking noise/At start/stop
WY	Suspension/Clicking/clonking noise/Unsure when/at all times
X1	Suspension/Unusual noise

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Code	Description
H4	Steering/Unusual noise/Unsure when/at all times
X8	Steering/Unusual noise/At full turn
8J	Shock absorption/Unusual noise

## DTC Diagnostic Trouble Codes

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2024		-	202007-202351

## SERVICE:

If there is a confirmed creaking/knocking noise from the upper front suspension. Please advise customer of upcoming repair.

Do not replace any parts and do not fault trace due to this behavior except for, see under Note.

There will be a new upper bearing released year 2024 week 20.

**Note:** It is OK to replace the upper bearing.

- For critical customer.
- To prevent buyback.

See attachment for bearing to be replaced.

## Warranty claim info:

To get warranty claim accepted for a job described in this TJ, this is only valid for critical customer and to prevent buyback, please use following data: VST OP number: 76138-2 or 76140-2.

## VST Operation Number

VST Operation Number	Description
76140-2	Bearing shock absorber front 2 side replace
76138-2	Bearing shock absorber front 1 side replace

## LABOR TIME:

76138 1.5  
76149 2.6

## VEHICLE REPORT:

\*Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report Polestar" and sub concern area "Support not needed Polestar", use function group 7233.

**To view TJ attachments continue to next page. This TJ has three images and two sound files.**



