

Technical Journal

TITLE:

Ticking Noise During Deceleration at Low Speed

REF NO: TJ 36854.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515 Polestar		ISSUE DATE: 2024-03-04	STATUS DATE: 2024-04-10
FUNC GROUP: 4661	FUNC DESC: Drive shaft	Page 1 of 2	

Attachment

File Name	File Size
TJ 36854_1.m4a	0.6393 MB

DESCRIPTION:

If a ticking noise is present from the rear of the vehicle during deceleration at low speed, please follow the advice under "Service."

CSC Customer Symptom Codes

Code	Description
C4	Complete vehicle/Unusual noise/While driving
F6	Complete vehicle/Unusual noise/During deceleration
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
534	ED	E400V6					2021-2023	19	-	202007-202316
534	ET	E400V35					2023-2023	19	-	202225-202316

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SERVICE:

If an intermittent ticking noise is present during deceleration at low speed, the rear driveshafts could be the cause of the noise.

Please listen to the attached sound file ([TJ 36854_1.m4a](#)) as a reference.

- **Work is ongoing to find a solution for this noise.**

If you are not able to determine the origin of the noise, please submit a vehicle report with a sound recording from the driver's head position.

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

Note that the TJ number must be stated in the repair order text.

VST Operation Number

VST Operation Number	Description
46602-2	Rear drive axle

LABOR TIME:

1.3

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 concern area "Vehicle Report Polestar" and sub concern area "Support needed Polestar", use function group 4661.

This TJ has one sound file.