

# V O L V O

## Volvo Car USA LLC

## Technical Journal

Technical Journal Title Long Range PHEV ERAD Sound Information		Ref. No. TJ 36166.3.0	
Issuer (Dept.) Technical Service		Issue Date 3/21/24	Status Date 4/16/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 4632	
Function Description Electrical rear axis drive		Page Page 1 of 2	

### Attachment

File Name	File Size
<a href="#">ERAD 1 TJ 36166.wav</a>	2.9993 MB
<a href="#">ERAD 2 TJ 36166.wav</a>	6.9368 MB
<a href="#">ERAD 3 TJ 36166.wav</a>	2.3109 MB

Rows beginning with \* are modified

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

### DESCRIPTION:

\* Adding vehicle types.

If a customer is concerned with noise from the ERAD, please follow the instructions under "Service".

PHEV = Plug-In Hybrid Electric Vehicle

ERAD = Electric Rear Axle Drive

### CSC Customer Symptom Codes

Code	Description
8N	Driving/Unusual noise/Unsure when/at all times
F2	Driving/Unusual noise/During acceleration
ZE	Idling/Unusual noise
D2	Front/rear axle/Unusual noise

### DTC Diagnostic Trouble Codes

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### Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224	H6	BH6PHEV					2022-9999		-	202147-999952
225	H6	BH6PHEV					2022-9999		-	202147-999952
238	H6	BH6PHEV					2022-9999		-	202147-999952
246	H6	BH6PHEV					2022-9999		-	202147-999952
256	H6	BH6PHEV					2022-9999		-	202147-999952

### SERVICE:

A slight whining sound noticed during electric drive is to be considered normal.

Listen to the attached sound files as a reference. (ERAD 1,2 and 3) These are considered to be a normal electrical motor sound.

(Use of a headset or earphones is recommended. The sound files are recorded from the front seat at the head position.)

**\*In cases where the sound level is borderline to the attached files start by following TJ 36841.**

If you are unsure the noise is normal, please submit a TIE Support-Needed vehicle report and include a recording of the noise.

(Record the sound from the front seat at the head position with a mobile device also showing the dashboard in which speed and drive mode you are driving.)

### Warranty claim info:

No warranty claim is accepted for a job described in this Technical Journal since it is to be used as a guidance.

### VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub-concern area "Support Needed", use function group 4632.

**This TJ includes three audio files.**