

Police Workshop Technical Newsletter 43



Welcome to the 43rd edition of the Technical Newsletter for the Police workshops, the last edition of this Newsletter was published and distributed to all Police Forces on 17th June 2016.

We will issue a Newsletter approximately every three months to keep you updated with the technical information, specification changes, service solutions and some best practices, which should be carried out when working on your fleet of Volvos.

Please photocopy and pass this Newsletter on to all the relevant staff who maintain your Volvo cars.

Names to contact in Volvo Car UK Limited:

Ian Reger (Special Vehicles Development Manager)
Tel: 01628 422498
Mobile No: 07889 428222
Fax: 01628 478258
Email: ian.reger@volvocars.com

Jant Mistry (Special Vehicles Aftersales Manager)
Tel: 01327 303584
Mobile No: 07710 588091
Email: jant.mistry@volvocars.com

Delia Cook (Special Vehicles Administrator)
Tel: 01628 422214
Fax: 01628 478258
Email: delia.cook@volvocars.com

Technical Information

Engine jerk at cruising speed on S60 D4 / S60CC D4 / V60 D4 / V60CC D4 / XC60 D4 & D5 / V70 D4 AWD & XC70 D4 & D5 MY16 – MY17 Models

We have reports of engine jerk at cruising speed on S60 D4, S60CC D4, V60 D4, V60CC D4, XC60 D4 & D5, V70 D4 AWD & XC70 D4 & D5 MY16 – MY17 models. The engine jerk is due to a software bug in ECM. If you experience engine jerk at cruising speed then follow service solution under "Service" below.

Service:

New ECM software (SW) has been developed. Download special ECM software (SW) with VIDA for the following models.

Order ECM software (SW) P/N 31669467 for S80, V70 & XC70 models
Order ECM software (SW) P/N 31669468 for S60, S60CC, V60, V60CC & XC60 models

Do not replace injectors.

Please note that I have only listed Police specification models below.

<u>Model</u>	<u>Model Year (MY)</u>
V70 D4 AWD	MY16 – MY17
XC70 D4 & D5	MY16 – MY17

The above repair will involve a software download to upgrade the ECM. You will therefore need to contact your Volvo dealer to have the above work done.

Gear down-shift indication missing in DIM on S60/V60/V60CC/XC60/V70 & XC70 MY16 Models

We have reports of gear down-shift indication missing in Driver Information Module (DIM) which shows the driver which gear they are driving in on S60, V60, V60CC, XC60, V70 & XC70 MY16 models. If down-shift indication is found to be missing in DIM then please follow instructions under "Service" below.

Service:

Carry out ECM SW (software) Upgrade according to VIDA.

Please note that I have only listed Police specification models below.

<u>Models</u>	<u>Model Year (MY)</u>	<u>Structure Week range</u>
V70	MY16	W20, 2015 – W19, 2016
XC70	MY16	W20, 2015 – W19, 2016

The above repair will involve a software download to upgrade the ECM. You will therefore need to contact your Volvo dealer to have the above work done.

Turn Indicator signal fast flashing on XC60/V70/XC70 & S80 MY15-MY16 models

We have reports of turn Indicator signal warning lamp in Driver information module (DIM) and the exterior indicator lamp on the passenger side fast flashing with a higher frequency than normal on XC60, V70, XC70 & S80 MY15 – MY16 models. Please follow advice under Service below.

Service:

Check the indicator bulbs according to VIDA and perform Central Electrical Module (CEM) software (SW) download with VIDA.

Please note that I have only listed Police specification models below.

<u>Models</u>	<u>Model Year (MY)</u>	<u>Chassis range</u>
V70	MY15 – MY16	321938 – 372972
XC70	MY15 – MY16	211629 – 264773

The above repair will involve a software download to upgrade the CEM. You will therefore need to contact your Volvo dealer to have the above work done.

Vibrations on AWD vehicles MY07- Models

If a vibration or jerk occurs during drive at different speeds with small throttle angle and gears at constant speed, follow the advice under Service below. This might be due to the tyres. If the tyres are of different make and brand on the car, or has different tyres, different wear pattern or has different tyre rolling circumference then Differential Electronic Module (DEM) interprets this as spare wheel is used on the vehicle and tries to compensate to get RPM correct on all four wheels.

Service:

Start by downloading latest upgrade software (SW) to DEM and TCM according to VIDA. If you still have vibration then remove fuse to DEM and see if vibration has gone.

If it has gone then check tyres on car to make sure they have all the same brand / specification / tyre size / profile and are all marked exactly the same on all four wheels.

If car has the same brand /specification / tyre size / profile tyres then check the height differences, the tread depths and the circumference of the tyres. If tyres are more than 3mm difference in tread depth between the least worn and most worn tyre

then donor a set of wheels from a known good car and road test. If vibration is gone then it is the tyres that are causing the vibration.

New type Air conditioning Refrigerant R1234yf in MY17- Models (All Models)

All Volvo models from MY17- will have the new type refrigerant R1234yf in the air conditioning system. The easiest way to check if vehicles have this refrigerant is by checking the service valves to see if the caps are Grey coloured. If they are then it will have R1234yf refrigerant (see picture below).



The XC90 is Volvo's first model to use R1234yf refrigerant.

R1234yf will be used in the European market. The European directive 2006/40/EC states that R1234yf must be used in Europe for all cars introduced on new car platforms after 2011. This is because R1234yf is a more environmentally friendly coolant and has a lower GWP* value (*GWP: Global Warming Potential R1234yf has a GWP = 4. The previous type refrigerant R134a has a GWP = 1430). GWP value for R134a is approximately 1430, which means that it has a 1430 times greater effect as a greenhouse gas than carbon dioxide, which has a GWP = 1.

It is therefore important that all servicing is carried out by trained personnel and with equipment specifically intended for R1234yf use. R1234yf retains its gaseous state at normal atmospheric pressure and only condenses if it is cooled to below about -30°C.

Caution!

Never mix different types of refrigerant or equipment intended for them.

Caution!

Do not mix refrigerant oils for different types of refrigerant.

Filling:


Note! A label in the engine compartment will indicate the amount of refrigerant required in the AC system.

Tailgate panel, clips towers comes loose on V60/V60CC/XC60/V70 & XC70 Models

If panel clips towers in tailgate comes loose when the panel is removed on V60 MY11-, V60CC MY15-, XC60 MY09-, V70 & XC70 MY08- models then follow the advice under Service below.

Service:

Glue the clips towers according to the following repair method.

 Volvo Car Customer Service		
Title	Tailgate/trunk lid panel	
Action	Product fix	
Issue	Date	Reason
1	2016-05	First issue

Affected vehicles

Model year	Model
2011, 2012, 2013, 2014, 2015, 2016, 2017	V60
2015, 2016, 2017	V60 Cross Country
2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016	V70 (08-)
2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017	XC60
2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016	XC70 (08-)

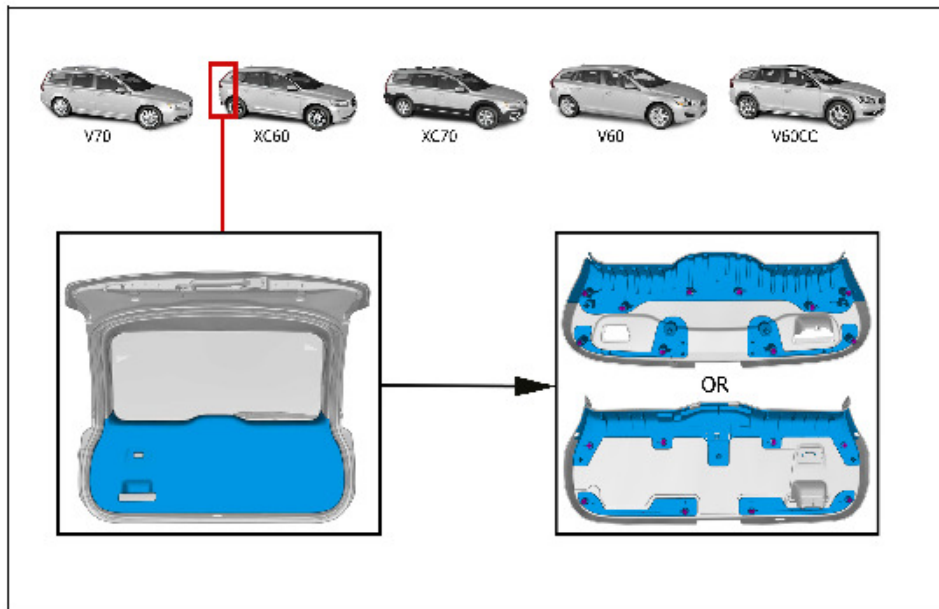
Materials

Materials	Qty.	Part No.	Notes
Melting adhesive	1.0	1161853	2 Glue sticks;

Special tools

Description	Part No.
Hot glue gun (220V)	951 2842
Hot glue gun (110V)	951 2847

Orientation view

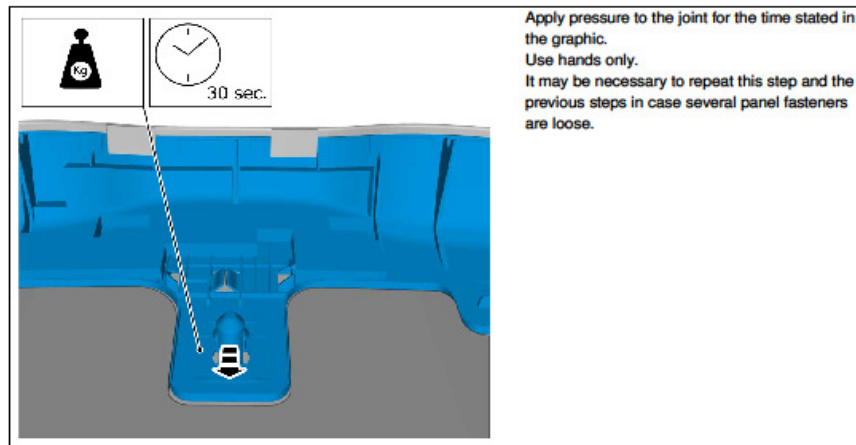
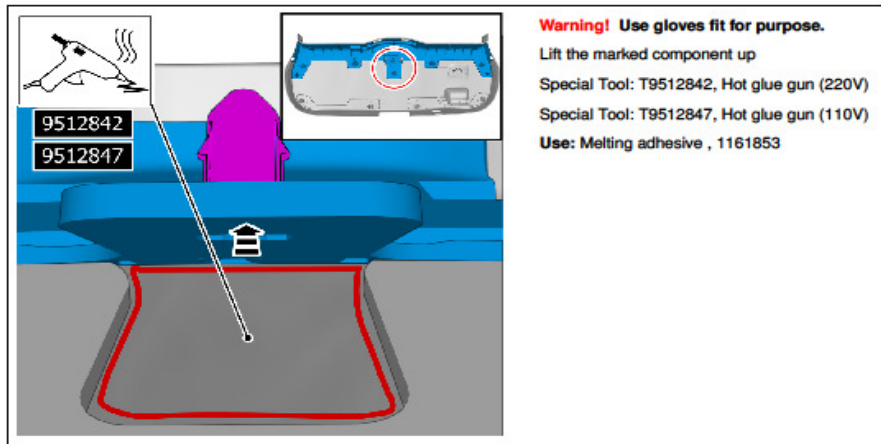
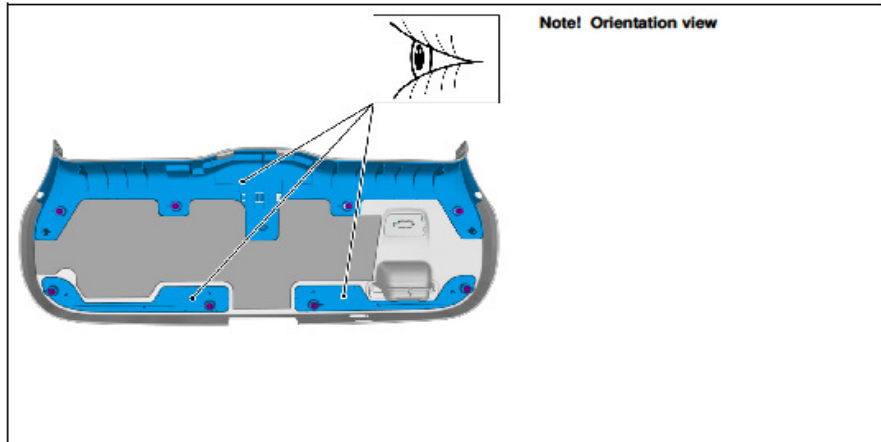


Color symbols

Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

1. Used for focused component, the component with which you will do something.
2. Used as extra colors when you need to show or differentiate additional parts.
3. Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
4. Used when the component is not fully removed from the vehicle but only hung to the side.
5. Used for standard tools and special tools.
6. Used as background color for vehicle components.

Repair



Volvo Cars Technical Information Shop (TIS) for purchasing tooling and literature

Volvo Cars Technical Information Shop (TIS) is accessible for companies that are working professionally with repair and maintenance on Volvo cars. This TIS website is also available to Independent Repairers like yourselves who would like to purchase technical literature and information. Please go on website <https://tis.volvocars.biz/tis/main.do> and register to access the on-line shop. Once you registered and have logged on successfully, you will need to remember your log on ID and password details for future reference to TIS.

The site is also available to car customers who are interested in purchasing service and repair information for their Volvo cars or who would like to order owners information such as Wiring Diagrams, VIDA Diagnostics, Pocket Data Booklets, Chemical Catalogue, Owner's Manual, CD for Volvo Standard Times Guide (VSTG CD) for repair times and operation numbers, etc.

Please note that purchases on TIS will require a credit card payment. If this is not possible for your organisation then you can still order these items via your local Volvo dealer.

WARRANTY & RECALL

Quality Bulletins & Service Campaigns

Please contact your local Volvo dealer on a **monthly basis** to check if there are any outstanding Quality Bulletins and Service Campaigns for vehicles on your fleet. This is now a **mandatory procedure** and it is your responsibility to carry out these checks. All you need to do is phone your local dealer with the registration number of the vehicles and they will supply you the details of any outstanding Campaigns and pre-book your vehicles to have the work carried out at the earliest opportunity.

If there is a recall specific to Police specification vehicles then you will be contacted directly by VOLVO CAR UK LTD with details of the recall and list of affected vehicles.

On the next page, you will find the latest Quality Bulletins and Service Campaigns for your information. This list contains recent updated and new bulletins which have recently released since the last Police Workshop Newsletter 42 (issued on 17th June 2016).

Please note that the chassis range is an indication only. Specific vehicles involved are listed on the QW90 which can only be accessed by your local dealer. This current list of Quality Bulletins and some information may change without prior notice.

Please also note that the QB list is **NOT** a Safety Recall. You should contact your local dealer and book the work in at the earliest opportunity without it affecting your fleet operations.

Abbreviations in QB content list:

A= Active Service Campaign. Police Authorities should contact the dealer pro-actively for completion of the work at the earliest opportunity.

S= Service Campaign. Police Authorities should contact dealer at first opportunity or next dealer workshop visit.

It is your responsibility to contact your local dealer on a regular monthly basis to make sure that all of your vehicles are completed and brought up to date.

List of Quality Bulletins

QB No.	Vehicle	Description	Chassis Range	Closing Date
S29794	V40 MY15 – MY16 V40CC MY15 – MY16	Fuel Filter (Engine codes A8, 74 & 79 only)	V40: 170078 – 329424 V40CC: 056019 – 105097	31 st December 2018
S29796	V40 MY15- MY16 V40CC MY15 – MY16 S60 MY14 – MY16 S60CC MY16 V60 MY14 – MY16 V60CC MY16 XC60 MY14 – MY16 V70 MY14 – MY16 XC70 MY14 – MY16 S80 MY14 – MY16	EGR Valve oscillating (Engine codes 73, A8 & AR only)	V40: 170078 – 289038 V40CC: 056019 – 095517 S60: 295079 – 398135 S60CC: 000003 – 000130 V60: 174826 – 294145 V60CC: 003025 – 006758 XC60: 549346 – 809897 V70: 293967 – 352257 XC70: 184529 – 240659 S80: 181325 – 196011	30 th June 2018
S29800	XC90 MY16	Fuel Filter Connector (Engine codes A4 & A8 only)	XC90: 000203 – 038583	31 st December 2018
S89801	XC90 MY17	Rubber Rear Plugs	XC90: 110465 – 110857	30 th June 2018
S89805	V90 MY17	Hinge Tailgate	V90: 000139 – 000855	31 st December 2018
S89808	S90 MY17	Sunroof Sealing	S90: 000350 – 006845	31 st December 2018

Product Quality issues

If you have any product quality problems then please contact Jant Mistry. Jant will contact your local Volvo dealer and request a TIE technical report in order to control the problem. We **MUST** have a TIE report so that the information and/or failed materials can be processed.

We need your technician's help in identifying any quality and safety problems and reporting it to your local Volvo dealer. With your help we can monitor and improve the quality of the Volvo product.

And finally AOB

I thought I would leave this subject until last, as it is very important...

If you have identified a safety related issue with a vehicle then you MUST contact Jant Mistry at VCUK in the first instance.

Clearly, VCUK will not comment on problems experienced unless we have this opportunity of initial inspection before dismantling of the vehicle or involvement of any other parties takes place.

This Newsletter was produced by Jant Mistry