

VTS Hotline Case Report

10/20/2009

Summary

Case Number: 081007011 **Node** 7A **CSC:** Performed Inspection - 1

Case Status: 2 - Closed

Customer Name: [REDACTED]

Created By: Festa, Anthony - 10/7/2008 **Repair Order:** 144542

Last Modified By: DellaDonna, Alex - 10/16/2008

Closed By: DellaDonna, Alex - 10/16/2008

Retailer Info: 53550 - Powell Volvo (Vazquez, Fabian - Quality)

Description: fuel pump leak

Vehicle

Main	VIN	Year	Model	Chassis	Attempts	Mileage	Invalid
True	YV1RH52Y242 [REDACTED]	2004	384	320571	1	83890	False

Diagnostics

Part	FunctionGroup	Usage
-	2300 - fuel system, exclusive g	Faulty

Symptoms:

Electrical Codes:

DTC:

Notes

- Tech Desc - 10/07/08 (Festa, Anthony) - The tech stated that the fuel pump is leaking at the top of the tank. The tech is replacing the unit and wanted the updated fuel pump. Advised the tech to order the fuel pump in vida... The tech will install and test drive will report if still has a problem..
- Resolution - 10/15/08 (VTSW, VTSW) - REPLACE FUEL PUMP

Ratings

- Talk Through Problem, Needed Second Opinion

Contact History

Technician	Operator
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Vazquez, Fabian -
Quality

10/07/08 (Festa, Anthony)

[Tech Report History](#)

Submitted

Submitted By

Import Partner

QW90 Reference Number

VTS Hotline Case Report

10/20/2009

Summary

Case Number: 090915092 **Node** XX **CSC:** Odour - 2:00:00 AM

Case Status: 2 - Closed

Customer Name: [REDACTED]

Created By: Glowaczewski, Tom - 9/15/2009

Last Modified By: Glowaczewski, Tom - 9/15/2009

Closed By: Glowaczewski, Tom - 9/15/2009

Retailer Info: 72360 - Deel Volvo (Infante, Luis - Shop Foreman)

Description: Fuel odor Management escalation

Vehicle

Main	VIN	Year	Model	Chassis	Attempts	Mileage	Invalid
True	YV1CY59H441[REDACTED]	2004	275	132152	0	46000	False

Diagnostics

Part	FunctionGroup	Usage
-	2340 - fuel tank, fuel lines, e	Faulty

Symptoms:

Electrical Codes:

DTC:

Notes

- Hotline ONLY - 09/15/09 (Glowaczewski, Tom) - Self escalation Was contacted by V d`Auria regarding a NHTSA email contact . 9/15/09 at 8:30 am . lwas to contact retailer to verify the root cause of the odor .
- Resolution - 09/15/09 (Glowaczewski, Tom) - Fuel pump is to be replaced and sent to V d`Auria for assessment. Coordinated with AMM to handle customer in the best way.

Ratings

- Not A Vida Issue

Contact History

Technician	Operator
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Infante, Luis - Shop
Foreman

09/15/09 (Glowaczewski, Tom)

[Tech Report History](#)

Submitted

Submitted By

Import Partner

QW90 Reference Number



TIE - Report

Ref US - 102696 **Status** In Progress **Status Date** 2002-09-23
Issuer U022385 [REDACTED] **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) **Issue Date** 2002-08-15
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title Raw fuel odor when exiting vehicle

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
2349(miscellaneous)

CSC* 1C **Symptom Code** 2A ODOR

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
184	0271989	2002	YV1TS92D12 [REDACTED]		1849252251	1710	21		200215	2002-08-15	Y

Reference Karp Volvo **TAG Follow up** --

Problem Solved Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
27 POOR SEAL, LEAKAGE	Permanent	Customer

Repeat Repair N **Repeat Repair Date[yyyy-mm-dd]** 2099-12-30

Part Available Y

Part No 9141498(O-RING) **Part Serial No Date** --

Parts Occurrence List

Part Description **Part Decision Dates**
-- --

DTC List

Control Module **Code** **Fault Type**
-- -- --

Bill Mayhew / tie@volvocars.com / 123456789 / 2002-09-23 15:43:51

Håkan Dahlin hdahlin@volvocars.com +46 31 3251792 2002-09-04 14:34:43

Bill

Please change the the orings and put a new one on .

Hello Mr Mayhew

I will transfere this to the design engineer ,for information

Håkan

Hello Joe,

Thank you for the report.

I will pass the information on to central.

BR Bill

Hello Hokan,

For your information.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2002-09-23 15:42:18

Thank you Mr Dahlin.

Bill

Håkan Dahlin / hdahlin@volvocars.com / +46 31 3251792 / 2002-09-04 14:34:43

Bill

Please change the the orings and put a new one on .

Hello Mr Mayhew

I will transfere this to the design engineer ,for information

Håkan

Bill Mayhew / tie@volvocars.com / 123456789 / 2002-09-03 18:02:07

Hello Joe,

Thank you for the report.

I will pass the information on to central.

BR Bill

Hello Hokan,

For your information.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2002-09-03 18:01:40

The following was copied from the corresponding LOCAL report:

Joseph Saunier / jsaunier@volvocars.com / 201 767 4759 / 2002-08-15 15:05:25

Customer complained of raw fuel smell when exiting the vehicle after a drive.

Technician raised car on lift a there was indication of fuel leak on the left side of the fuel tank.
Technician found 2 o-rings installed under the left side fuel sending unit.

Removed 1 and re-installed sender-leak was repaired.

Joseph Saunier / jsaunier@volvocars.com / 201 767 4759 / 2002-08-15 15:05:25

Customer complained of raw fuel smell when exiting the vehicle after a drive.

Technician raised car on lift a there was indication of fuel leak on the left side of the fuel tank.

Technician found 2 o-rings installed under the left side fuel sending unit.

Removed 1 and re-installed sender-leak was repaired.



TIE - Report

Ref US - 103322 **Status** In Progress **Status Date** 2002-10-31
Issuer U020278 John Connell **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) **Issue Date** 2002-09-28
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title Fuel leak from pump unit

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
 3862(level sensor; tilt sensor; acceleration)
CSC*
 1C

Symptom Code
 5E LEAKAGE

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
384	0183481	2002	YV1RH58D322		3845832271	10	22		200222	2002-09-28	Y

Reference -- **TAG Follow up** --

Problem Solved
 Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
10 DEFECT COMPONENT	Permanent	Customer

Repeat Repair N **Repeat Repair Date[yyyy-mm-dd]** 2099-12-30

Part Available
 Y

Part No 8683329(PUMP UNIT) **Part Serial No Date** --

Parts Occurrence List

Part Description	Part Decision Dates
Part requested by SC PFU	2002-10-11
Part received at SC TMA	2002-10-31

DTC List

Control Module **Code** **Fault Type**

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Attachments

File Name	File Size
Mvc-028s.jpg	19450
Mvc-028s.jpg	19450
Mvc-028s.jpg	19450
Mvc-028s.jpg	19450

Bill Mayhew / tie@volvocars.com / 123456789 / 2002-10-11 23:46:50

Hello John,

Thank you for the report and pictures.

Please send the pump unit to TMA orange label with a copy of the TR.

BR Bill

Hello Hokan,

For your information.

Please advise us if you want us to send you this pump for analysis.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2002-10-11 23:46:21

The following was copied from the corresponding LOCAL report:

 John Connell / jconnel8@volvocars.com / 2 017 687 300 / 2002-09-28 16:12:37

When the dealer filled the gas tank at delivery the customer noticed a fuel smell coming from vehicle. The fuel was leaking at the fitting from the pump. A picture is attached showing the split in the line/fitting from the pump.

Replacing the pump corrected the problem.

John Connell / tie@volvocars.com / 123456789 / 2002-09-28 16:12:37

When the dealer filled the gas tank at delivery the customer noticed a fuel smell coming from vehicle. The fuel was leaking at the fitting from the pump. A picture is attached showing the split in the line/fitting from the pump.

Replacing the pump corrected the problem.



Volvo Car Corporation
TIE - Technical Information Exchange

TIE - Report

Ref US - 108366	Status Updated	Status Date 2003-06-30
Issuer U0M0236 Ebba Mansson	Partner 6 US 0002 FTS (FIELD TECH SPECIALIST) VCNA	Issue Date 2003-05-29
Resp. Partner 3 US 7510 Volvo Cars North America	View Local	

Title Gas pump, leaking due to crack in plastic		
Concern Area Vehicle Report	Sub Concern Area Vehicle Report	Support Requested Support Not Needed
Tag	Incident Flag N	Urgent N

Function Group*

2340(fuel tank, fuel lines, evaporator system)

CSC*

1C

Symptom Code

5H WARNING LAMP LIT

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
275	0039920	2004	YV1CZ59H04		2755937271	201	21		200315	2003-05-29	Y

Reference

--

TAG Follow up

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Problem Solved

Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
02 PERFORMED REPAIR	Permanent	Customer

Repeat Repair

N

Repeat Repair Date[yyyy-mm-dd]

2099-12-30

Part Available

Y

Part No

0(N/A)

Part Serial No Date

--

Parts Occurrence List

Part Description	Part Decision Dates
Part requested by SC PFU	2003-06-18

DTC List

Control Module	Code	Fault Type
ECM	400D	Permanent

Attachments

File Name	File Size
leaking pump.ppt	74752
leaking pump.ppt	74752

Bill Mayhew / tie@volvocars.com / 123456789 / 2003-06-30 16:55:42

Håkan Dahlin hdahlin@volvocars.com +46 31 3251792 2003-06-23 09:00:09

Hi Bill

Please send this pump to me with a copy of this TR

// Håkan

Hello Ebba,

Thank you for the report and the picture.

Please send the fuel pump to TMA orange label with a copy of the TR.

I will pass the information on to central.

BR Bill

Hello Håkan,

We will have this pump at TMA if you want it for analysis.

BR Bill

Håkan Dahlin / hdahlin@volvocars.com / +46 31 3251792 / 2003-06-23 09:00:09

Hi Bill

Please send this pump to me with a copy of this TR

// Håkan

Håkan Dahlin / hdahlin@volvocars.com / +46 31 3251792 / 2003-06-19 08:28:23

Hi Bill

Please send the material to me with a copy of this TR

// Håkan

Bill Mayhew / tie@volvocars.com / 123456789 / 2003-06-18 19:42:31

Hello Ebba,

Thank you for the report and the picture.

Please send the fuel pump to TMA orange label with a copy of the TR.

I will pass the information on to central.

BR Bill

Hello Håkan,

We will have this pump at TMA if you want it for analysis.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2003-06-18 19:42:18

The following was copied from the corresponding LOCAL report:

Ebba Mansson / emansson@volvocars.com / 201 768 7300 / 2003-05-29 00:47:59

Hello !

After customer filled up car warning light came on for leak detection.

Tech found DTC ECM 400C small leak. Used a smoke machine but could not find leak.

I forced tech too try it again. Could not find any smoke under car but it smelled from gas.

We took out the back seat of the car. Since the tank was full the smoke machine did not work. But we could see gas on the fuel pump and a small crack in the plastic. See pictures.

I have the pump if anyone wants it.

BR

EBBA

Ebba Mansson / tie@volvocars.com / 123456789 / 2003-05-29 00:47:59

Hello !

After customer filled up car warning light came on for leak detection.

Tech found DTC ECM 400C small leak. Used a smoke machine but could not find leak.

I forced tech too try it again. Could not find any smoke under car but it smelled from gas.

We took out the back seat of the car. Since the tank was full the smoke machine did not work. But we could see gas on the fuel pump and a small crack in the plastic. See pictures.

I have the pump if anyone wants it.

BR

EBBA



TIE - Report

Ref US - 111981 **Status** In Progress **Status Date** 2004-01-20
Issuer U023278 Gary Borland **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) **Issue Date** 2004-01-08
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title Leakage test failed due to fuel pump

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
3862(level sensor; tilt sensor; acceleration)

CSC*
1C

Symptom Code
5E LEAKAGE

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
295	0146121	2004	YV1SZ59H74 [REDACTED]		2955932271	431	21		200343	2004-01-08	Y

Reference
--

TAG Follow up
--

Problem Solved
Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
27 POOR SEAL,LEAKAGE	Permanent	Customer

Repeat Repair
N

Repeat Repair Date[yyyy-mm-dd]
2099-12-30

Part Available
Y

Part No
30645977(PUMP UNIT)

Part Serial No Date
--

Parts Occurrence List

Part Description	Part Decision Dates
Part requested by SC PFU	2004-01-09
Part received at SC TMA	2004-01-16

DTC List

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Control Module	Code	Fault Type
ECM	ECM400C	Permanent
ECM	ECM4338	Permanent

Alex Ilic / tie@volvocars.com / 123456789 / 2004-02-05 22:13:03

Part was sent to VCC on 2/5/04.

Gary Borland / gborland@volvocars.com / 425 985 8543 / 2004-01-17 01:19:03

Hej Bill,

Pump was sent to Rockleigh Orange label at the begining of this month. Should be arriving soon.

BR//Gary

Alex Ilic / tie@volvocars.com / 123456789 / 2004-01-16 16:20:09

Håkan Dahlin hdahlin@volvocars.com +46 31 3251792 2004-01-12 08:46:29

Hi Bill

Send the material to Leif Johansson.

,

// Håkan

Gary Borland / gborland@volvocars.com / 425 985 8543 / 2004-01-14 01:57:23

Hej Bill,

I will send the pump ASAP.

BR//Gary

Håkan Dahlin / hdahlin@volvocars.com / +46 31 3251792 / 2004-01-12 08:46:29

Hi Bill

Send the material to Leif Johansson.

,

// Håkan

Bill Mayhew / tie@volvocars.com / 123456789 / 2004-01-09 21:44:39

Hello Gary,

Thank you for the report.

Please send the fuel pump to TMA orange label and a copy of the TR.

I will pass the report on to central.

BR Bill

Hello Håkan,

We will have the fuel pump at TMA if you want it for analysis.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2004-01-09 21:44:31

Hello Gary,

Thank you for the report.

Please send the fuel pump to TMA orange label and a copy of the TR.

I will pass the report on to central.

BR Bill

Hello Håkan,

We will have the fuel pump at TMA if you want it for analysis.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2004-01-09 21:44:08

The following was copied from the corresponding LOCAL report:

Gary Borland / gborland@volvocars.com / 425 985 8543 / 2004-01-08 01:12:15

Car came in with check engine light on. Codes retrieved were for leakage in fuel system. System was checked and the fuel pump was found to be leaking where the electrical connector is assembled onto the fuel pump. Fuel pump was replaced and vehicle passed a leakage test. All OK now

Gary Borland / gborland@volvocars.com / 425 985 8543 / 2004-01-08 01:12:15

Car came in with check engine light on. Codes retrieved were for leakage in fuel system. System was checked and the fuel pump was found to be leaking where the electrical connector is assembled onto the fuel pump. Fuel pump was replaced and vehicle passed a leakage test. All OK now



TIE - Report

Ref US - 113701 **Status** Updated **Status Date** 2004-04-23
Issuer R4229W01 Boyd Stowe **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) VCNA **Issue Date** 2004-04-02
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title Fuel leak at left tank sender - '04 S80.

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
2349(miscellaneous)

CSC* 1C **Symptom Code** 2A ODOR

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
184	0350821	2004	YV1TS92D44		1849252251	589	21		200332	2004-04-02	Y

Reference 67786 - L.H. **TAG Follow up** --

Problem Solved Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
15 WRONGLY FITTED,WRONGLY CONNECTED	Permanent	Customer

Repeat Repair N **Repeat Repair Date[yyyy-mm-dd]** 2099-12-30

Part Available Y

Part No 9141498(O-RING) **Part Serial No Date** --

Parts Occurrence List

Part Description **Part Decision Dates**
 -- --

DTC List

Control Module **Code** **Fault Type**
 -- -- --

Bill Mayhew / tie@volvocars.com / 123456789 / 2004-04-23 21:41:34

Hello Boyd,

Thank you for the report.

I am passing the information on to central.

BR Bill

Hello Håkan,

Please show this report to the supplier so that they can put controls in place to prevent this from happening again.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2004-04-23 21:41:29

Hello Boyd,

Thank you for the report.

I am passing the information on to central.

BR Bill

Hello Håkan,

Please show this report to the supplier so that they can put controls in place to prevent this from happening again.

BR Bill

Bill Mayhew / tie@volvocars.com / 123456789 / 2004-04-23 21:41:06

The following was copied from the corresponding LOCAL report:

Boyd Stowe / voc.techservmanager@prodigy.net / 281 823 5000 / 2004-04-02 03:16:53

Customer complained of a fuel smell when the tank is full. I pressurized the fuel tank and found fuel leaking from the left side fuel level sender. The hold down nut was tight. I removed the left sender and found that one of the wires for the level sensor(one of the thin gauge red wires) was caught between the oring and the sender during assembly, causing the leak. The wire was not harmed. I replaced the oring, reinstalled the sender carefully, and retested with no other problems.

Boyd Stowe / tie@volvocars.com / 123456789 / 2004-04-02 03:16:53

Customer complained of a fuel smell when the tank is full. I pressurized the fuel tank and found fuel leaking from the left side fuel level sender. The hold down nut was tight. I removed the left sender and found that one of the wires for the level sensor(one of the thin gauge red wires) was caught between the oring and the sender during assembly, causing the leak. The wire was not harmed. I replaced the oring, reinstalled the sender carefully, and retested with no other problems.



Volvo Car Corporation
TIE - Technical Information Exchange

TIE - Report

Ref US - 115989 Status Updated Status Date 2004-08-11
 Issuer R5352W01 David Rossi Partner 6 US 0002 FTS (FIELD TECH SPECIALIST) Issue Date 2004-08-01
 Resp. Partner 3 US 7510 Volvo Cars North America View Local

Title DTC ECM 400C, Small Leak

Concern Area Vehicle Report Sub Concern Area Vehicle Report Support Requested Support Not Needed
 Tag Incident Flag N Urgent N

Function Group*
2340(fuel tank, fuel lines, evaporator system)

CSC*
1C

Symptom Code
5H WARNING LAMP LIT

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
275	0109931	2004	YV1CZ91H14 [REDACTED]		2759137281	686	21		200412	2004-08-01	Y

Reference
RO 19465

TAG Follow up
--

Problem Solved
Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
10 DEFECT COMPONENT	Intermittent	Customer

Repeat Repair
N

Repeat Repair Date[yyyy-mm-dd]
2099-12-30

Part Available
Y

Part No
30645978(PUMP SYSTEM)

Part Serial No Date
50648226

Parts Occurrence List

Part Description	Part Decision Dates
Part sent to SC TMA	2004-08-05
Part requested by SC PFU	2004-08-04
Part received at SC TMA	2004-08-11

DTC List

Control Module	Code	Fault Type
ECM	400C	Intermittent

Attachments

File Name	File Size
Mvc-006f.jpg	56433
Mvc-007f.jpg	44671
Mvc-007f.jpg	44671
Mvc-006f.jpg	56433

Alex Ilic / tie@volvocars.com / 123456789 / 2004-08-25 14:41:45

Part was sent to Hakan Dahlin on 8/24/04.

Alex Ilic / tie@volvocars.com / 123456789 / 2004-08-11 15:03:31

Part came in at TMA on 8/11/04.

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-04 14:09:28

Hello David,

Thanks for the report, please send the material to TMA orange label.

Thank You

Anthony

Sören Svensson / ssvens32@volvocars.com / +46 31 596622 / 2004-08-03 07:05:41

Hello Anthony,

Thanks for report.

Please send replaced unit, with copy of this report, to address above.

Håkan is on vacation, but I'm sure he is interested.

Br Soren

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-02 21:32:55

Hello Håkan,

Do you need the material?

BR Anthony

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-02 21:26:51

The following was copied from the corresponding LOCAL report:

 David Rossi / muchida@volvo-oc.com / 800 660 2216 / 2004-08-02 00:01:20

DTC ECM 400C was set. It was intermittent and no leaks could be found using the smoke tester. The technician could smell fuel so he continued to look for a leak. The fuel tank was above the 3/4 full mark. A very small amount of fuel was found to be visible on the top of the fuel pump unit. close inspection reviled a very small crack on the housing. Smoke did not revel the leak because it was below fuel lever at this time. When the tank was pressurized fuel would seep out the crack. When the fuel level was lowered below the crack the system would fail the evaporative test.

David Rossi / tie@volvocars.com / 123456789 / 2004-08-02 00:01:20

DTC ECM 400C was set. It was intermittent and no leaks could be found using the smoke tester.

The technician could smell fuel so he continued to look for a leak. The fuel tank was above the 3/4 full mark. A very small amount of fuel was found to be visible on the top of the fuel pump unit. Close inspection revealed a very small crack on the housing. Smoke did not reveal the leak because it was below fuel level at this time. When the tank was pressurized fuel would seep out the crack. When the fuel level was lowered below the crack the system would fail the evaporative test.



Volvo Car Corporation
TIE - Technical Information Exchange

TIE - Report

Ref US - 116098 Status Updated Status Date 2004-10-11
 Issuer R5352W01 David Rossi Partner 6 US 0002 FTS (FIELD TECH SPECIALIST) Issue Date 2004-08-10
 Resp. Partner 3 US 7510 Volvo Cars North America View Local

Title DTC ECM 400C

Concern Area Vehicle Report Sub Concern Area Vehicle Report Support Requested Support Not Needed
 Tag Incident Flag N Urgent N

Function Group*
2340(fuel tank, fuel lines, evaporator system)

CSC*
1C

Symptom Code
--

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
275	0114608	2004	YV1CZ59H141 [REDACTED]		2755937271	788	21		200414	2004-08-10	Y

Reference
RO 20023

TAG Follow up
--

Problem Solved
Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
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Repeat Repair
N

Repeat Repair Date[yyyy-mm-dd]
2099-12-30

Part Available
Y

Part No
30645978(PUMP SYSTEM)

Part Serial No Date
0580313115

Parts Occurrence List

Part Description	Part Decision Dates
Part requested by SC PFU	2004-08-11
Part sent to SC TMA	2004-08-24
Part received at SC TMA	2004-09-01

DTC List	Code	Fault Type
Control Module		
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Attachments

File Name	File Size
MVC-009F.JPG	49888
MVC-008F.JPG	61490
MVC-008F.JPG	61490
MVC-009F.JPG	49888

Alex Ilic / tie@volvocars.com / 123456789 / 2004-10-11 21:34:04

Part came in at TMA on 9/1/04.

Alex Ilic / tie@volvocars.com / 123456789 / 2004-10-11 21:33:43

Part was scrapped per Anthony DiTonno's request on 10/11/04.

David Rossi / tie@volvocars.com / 123456789 / 2004-08-24 20:37:55

Hello Anthony,

Pump shipped to you this PM. Thank you.

Dave

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-11 19:13:37

Hello Håkan,

Do you need the material?

BR Anthony

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-11 19:12:49

The following was copied from the corresponding LOCAL report:

 Anthony DiTonno / aditonno@volvocars.com / 201 767 4735 / 2004-08-11 19:12:38

Hello David,

Thanks for the report and the photos. Please send the material orange label.

BR Anthony

 David Rossi / muchida@volvo-oc.com / 800 660 2216 / 2004-08-10 16:25:59

DTC ECM 400C small leak, top of fuel pump housing cracked.

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-11 19:12:38

Hello David,

Thanks for the report and the photos. Please send the material orange label.

BR Anthony

David Rossi / tie@volvocars.com / 123456789 / 2004-08-10 16:25:59

DTC ECM 400C small leak, top of fuel pump housing cracked.



Volvo Car Corporation
TIE - Technical Information Exchange

TIE - Report

Ref US - 116431 Status In Progress Status Date 2004-09-21
 Issuer U020278 John Connell Partner 6 US 0002 FTS (FIELD TECH SPECIALIST) Issue Date 2004-08-27
 Resp. Partner 3 US 7510 Volvo Cars North America View Local

Title ECM 400c small leak

Concern Area Vehicle Report Sub Concern Area Vehicle Report Support Requested Support Not Needed
 Tag Incident Flag N Urgent N

Function Group*
2331(fuel pump; feed pump)

CSC*
1C

Symptom Code
5H WARNING LAMP LIT

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
184	0375287	2004	YV1TS91Z74 [REDACTED]		1849152251	3831	21		200412	2004-08-27	Y

Reference -- TAG Follow up --

Problem Solved
Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
27 POOR SEAL, LEAKAGE	Permanent	Customer

Repeat Repair N Repeat Repair Date[yyyy-mm-dd] 2099-12-30

Part Available
Y

Part No 30645977(PUMP UNIT) Part Serial No Date --

Parts Occurrence List

Part Description -- Part Decision Dates --

DTC List

Control Module	Code	Fault Type
ECM	400C	Permanent

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-09-08 20:38:55

Thanks John,

Please send the material.

BR Anthony

Håkan Dahlin / hdahlin@volvocars.com / +46 31 3251792 / 2004-09-01 14:07:39

Hey Anthony

Thanks for the nice mounten dew , they taste perfect !!!

Please send the uoer section of the fuelpump to Leif .

// Håkan

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-30 21:36:44

Hello Håkan,

Do you need the material?

BR Anthony

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-08-30 21:33:12

The following was copied from the corresponding LOCAL report:

John Connell / jconnel8@volvocars.com / 2 017 687 300 / 2004-08-27 17:45:50

Customer brought vehicle into dealer as the Check Engine light was on.

Ecm 400c small leak code was stored.

Vehicle fails a quick test.

Removed rear seats and performed a smoke test.

Found that there was a small hairline crack in the top of the pump unit.

Replaced pump unit.

John Connell / tie@volvocars.com / 123456789 / 2004-08-27 17:45:50

Customer brought vehicle into dealer as the Check Engine light was on.

Ecm 400c small leak code was stored.

Vehicle fails a quick test.

Removed rear seats and performed a smoke test.

Found that there was a small hairline crack in the top of the pump unit.

Replaced pump unit.



TIE - Report

Ref US - 117409 **Status** In Progress **Status Date** 2004-11-08
Issuer U023510 Aldo Gaspari **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) VCNA **Issue Date** 2004-10-28
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title ECM 400C intermittent

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*

3862(level sensor; tilt sensor; acceleration)

CSC*

1C

Symptom Code

5E LEAKAGE

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
295	0156027	2004	YV1SZ59HX4 [REDACTED]		2955932271	1763	21		200405	2004-10-28	Y

Reference

--

TAG Follow up

--

Problem Solved

Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
10 DEFECT COMPONENT	Intermittent	Customer

Repeat Repair

N

Repeat Repair Date[yyyy-mm-dd]

2099-12-30

Part Available

Y

Part No

30645977(PUMP UNIT)

Part Serial No Date

--

Parts Occurrence List

Part Description

--

Part Decision Dates

--

DTC List

Control Module	Code	Fault Type
ECM	400C	Intermittent

Anthony DiTonno / tie@volvocars.com / 123456789 / 2004-11-04 17:17:58

Thanks Aldo,

No material needed.

BR Anthony

Aldo Gaspari / agaspar7@volvocars.com / 2 017 687 300 / 2004-10-28 04:17:00

Vehicle brought to repair shop with CEL. ECM 400c intermittent. Tech ran leakage diag with VADIS, would not pass. Smoke test evap system, found leak at fuel sender, small crack near electrical connector. Pump unit replaced



TIE - Report

Ref US - 119386 **Status** In Progress **Status Date** 2005-05-02
Issuer R4229W01 Boyd Stowe **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) VCNA **Issue Date** 2005-03-11
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title Fuel pump unit cracked at top and leaking.

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
3862(level sensor; tilt sensor; acceleration)

CSC*
1C

Symptom Code
2A ODOR

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
384	0046645	2001	YV1RS61R812 [REDACTED]		3846132291	37475	22		200111	2005-03-11	Y

Reference
79933 - Wang

TAG Follow up
--

Problem Solved
--

Observed Problem List

Cause Code	Fault Type	Problem experienced by
27 POOR SEAL, LEAKAGE	Permanent	Customer

Repeat Repair
N

Repeat Repair Date[yyyy-mm-dd]
2099-12-30

Part Available
Y

Part No
30722630(PUMP UNIT)

Part Serial No Date
--

Parts Occurrence List

Part Description

--

Part Decision Dates

--

DTC List

Control Module

--

Code

--

Fault Type

--

Boyd Stowe / tie@volvocars.com / 123456789 / 2005-03-11 20:05:27

Customer complained of a fuel smell coming from engine area. Checked and found that fuel pump assembly was cracked and leaking at the top near the pressure line fitting. Leaking when pump is running and system is under pressure. Replaced pump and rechecked with no other problems. New pump is obviously an improved version - top section of pump unit is yellow in color.



TIE - Report

Ref US - 122747 **Status** Updated **Status Date** 2005-11-15
Issuer U020553U Tom Keran **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) **Issue Date** 2005-11-10
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title ECM 400C crack in fuel sending unit

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
2331(fuel pump; feed pump)

CSC* 1C **Symptom Code** --

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
295	0153699	2004	YV1SZ59H04		2955932271	6964	21		200402	2005-11-10	Y

Reference -- **TAG Follow up** --

Problem Solved
Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
--	--	--

Repeat Repair N **Repeat Repair Date[yyyy-mm-dd]** 2099-12-30

Part Available
Y

Part No 8616812(PUMP UNIT) **Part Serial No Date** --

Parts Occurrence List

Part Description **Part Decision Dates**
-- --

DTC List

Control Module **Code** **Fault Type**
-- -- --

Attachments

--

File Name	File Size
Fuel Sender.jpg	110845
Fuel Sender.jpg	110845

Anthony DiTonno / tie@volvocars.com / 123456789 / 2005-11-15 16:04:01

Hello Tom,

Thanks for the report. Please send the material to TMA orange label.

BR Anthony

Håkan Dahlin / hdahlin@volvocars.com / +46 31 3251792 / 2005-11-14 07:51:15

Hi Anthony

Please send the parts to me and Leif with a copy of this TR .

Please inform Kirby that there is a new address where to send the parts . TMA have moved to another location.

// Håkan

Anthony DiTonno / tie@volvocars.com / 123456789 / 2005-11-11 17:37:30

Hello Håkan,

Would you like the material?

BR Anthony

Anthony DiTonno / tie@volvocars.com / 123456789 / 2005-11-11 17:36:57

The following was copied from the corresponding LOCAL report:

Tom Keran / tkeran@volvocars.com / 201 767 4672 / 2005-11-10 23:13:28

Vehicle ECM DTC 400C

Tech initially diagnosed as an LDP defect...When tank is pressurized with smoke machine tank will not leak...holds pressure.

If tank is placed under negative pressure, system will not hold vacuum.

A slight crack was detected in the top of the fuel sender...see photo attachment.

With sending unit/pump assembly replaced system will hold both positive and negative pressure.

Pump assembly is available for inspection.

Tom Keran / tie@volvocars.com / 123456789 / 2005-11-10 23:13:28

Vehicle ECM DTC 400C

Tech initially diagnosed as an LDP defect...When tank is pressurized with smoke machine tank will not leak...holds pressure.

If tank is placed under negative pressure, system will not hold vacuum.

A slight crack was detected in the top of the fuel sender...see photo attachment.

With sending unit/pump assembly replaced system will hold both positive and negative pressure.

Pump assembly is available for inspection.



TIE - Report

Ref US - 131701 **Status** In Progress **Status Date** 2007-07-03
Issuer U023708 Robert Duewall **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) VCNA **Issue Date** 2007-06-28
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title New fuel pumps will not build pressure

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
2331(fuel pump; feed pump)

CSC* AA **Symptom Code** --

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
384	0157329	2002	YV1RS61R322		3846132291	123318	22		200210	2007-06-28	Y

Reference -- **TAG Follow up** --

Problem Solved --

Observed Problem List

Cause Code	Fault Type	Problem experienced by
--	--	--

Repeat Repair N **Repeat Repair Date[yyyy-mm-dd]** 2099-12-30

Part Available Y

Part No 30769013(PUMP UNIT) **Part Serial No Date** --

Parts Occurrence List

Part Description	Part Decision Dates
Part received at SC TMA	2007-07-25

DTC List

Control Module **Code** **Fault Type**
 -- -- --

Attachments

File Name	File Size
DSC00728.JPG	56014
DSC00728.JPG	56014

Robert Duewall / tie@volvocars.com / 123456789 / 2007-06-30 21:29:24

I believe the pump in the photo that does work is the new style that has been out since 2005. The pump that does not work has the same part number but is plumbed differently. If the pump has not been changed since 2005, then possibly some of these pumps have been improperly boxed.

I had already requested the parts be sent to you.

Thanks,

Robert

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2007-06-29 14:30:11

Hello Håkan,

We have asked that both fuel pumps be returned to us. Are you interested in getting this material?

BR, Richard

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2007-06-29 14:29:03

The following was copied from the corresponding LOCAL report:

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2007-06-29 14:28:04

Hi Robert,

Thanks for the TR. This pump is a 'newer' design, but we have been selling it since late 2005, so it appears that the design did not change very recently.

We'd like to have all the material. Please send both pumps to TMA via orange label, attention Richard Reina, and please include a printout of this TR. Thank you.

BR, Richard

Robert Duewall / rduewall@volvocars.com / 2 017 687 300 / 2007-06-28 08:26:26

Customer was smelling fuel in and around car.

Fuel pump was leaking fuel. The nipple was cracked.

Tech installed new fuel pump 30769013. (new style pump, later version)

Car would not start with new pump. Pressed Schrader valve on rail and no fuel came out.

Tech installed a second pump with same results. (also a new style pump, later version).

Tech searched parts inventory and found a new style pump but earlier design - see photos.

After installing this pump the car started and ran ok.

Note: the later version pump and ejector was placed in a pan of water and run with direct 12 v. Water would barely run out of the pressure port that goes to the rail, but a large volume of water was pumped out of the ejector line back into the cup. The earlier version was also tested and water would come out of the pressure port with much greater pressure and volume.

I am not sure if this is an isolated issue with 2 bad pumps or if there is a design problem with the later version pumps. I believe these are the pumps that will be used in the upcoming recall. I believe we need to verify that the latest pumps are ok.

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2007-06-29 14:28:04

Hi Robert,

Thanks for the TR. This pump is a 'newer' design, but we have been selling it since late 2005, so it appears that the design did not change very recently.

We'd like to have all the material. Please send both pumps to TMA via orange label, attention Richard Reina, and please include a printout of this TR. Thank you.

BR, Richard

Robert Duewall / tie@volvocars.com / 123456789 / 2007-06-28 08:26:26

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Car would not start with new pump. Pressed Schrader valve on rail and no fuel came out.

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I am not sure if this is an isolated issue with 2 bad pumps or if there is a design problem with the later version pumps. I believe these are the pumps that will be used in the upcoming recall. I believe we need to verify that the latest pumps are ok.



TIE - Report

Ref US - 136425 **Status** In Progress **Status Date** 2008-06-02
Issuer ESMIT430 Eugene Smith **Partner** 6 US 0002 FTS (FIELD TECH SPECIALIST) **Issue Date** 2008-06-02
Resp. Partner 3 US 7510 Volvo Cars North America **View** Local

Title Fuel leak

Concern Area Vehicle Report **Sub Concern Area** Vehicle Report **Support Requested** Support Not Needed
Tag **Incident Flag** N **Urgent** N

Function Group*
2331(fuel pump; feed pump)

CSC* XY **Symptom Code** --

Vehicle List

Type	Chassis	MY	VIN	LicPlate	Variant	Mileage	Plant	MC	Structure Week	Issue Date	Primary Vehicle*
384	0124846	2002	YV1RH58D822		3845832271	41072	22		200147	2008-06-02	Y

Reference RO 668752 **TAG Follow up** --

Problem Solved Y

Observed Problem List

Cause Code	Fault Type	Problem experienced by
27 POOR SEAL, LEAKAGE	Permanent	Customer

Repeat Repair N **Repeat Repair Date[yyyy-mm-dd]** 2099-12-30

Part Available N

Part No 31261128(PUMP UNIT) **Part Serial No Date** --

Parts Occurrence List

Part Description **Part Decision Dates**
-- --

DTC List

Control Module **Code** **Fault Type**
-- -- --

Attachments

--

File Name	File Size
384-124846.xls	318976
384-124846.xls	318976

Bo Hultgren / bhultgre@volvocars.com / 031-3252186 / 2008-06-04 08:38:48

Hi Richard,

Thanks for the info.

R&D have been informed.

BR Bo H.

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2008-06-02 23:01:44

Hello,

FYI.

The part is no longer available.

BR,

Richard

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2008-06-02 23:01:14

The following was copied from the corresponding LOCAL report:

Eugene Smith / esmit430@volvocars.com / 1-201-7687300 / 2008-06-02 22:23:49

Richard, Just the sender/pump. I got into the habit of calling it a combined tank unit because of the sender and pump being together. The tank was not replaced.

Gene

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2008-06-02 22:05:54

Hi Gene,

Thanks for the TR.

Please clarify for me: did the tech replace the fuel pump, the fuel tank, or both? You wrote "combined tank unit", but listed the pump as the failed part. The photos seem to show that the pump itself was the source of the leak.

Let me know which parts were replaced. Thanks.

BR, Richard

Eugene Smith / esmit430@volvocars.com / 1-201-7687300 / 2008-06-02 17:31:18

CUSTOMER SYMPTOM:Fuel leak

OBSERVED DIAGNOSTIC TROUBLE CODES:

OBSERVED MEASURED VALUES:

FAULT DESCRIPTION/REASON/ROOT CAUSE:Fuel leaking from top of tank unit while engine is running.

REMEDY/REPAIR METHOD:Replaced combined tank unit

RESULT OF REMEDY/REPAIR:Vehicle fixed. Tech threw away old part. Before I told him to keep, sorry

Eugene Smith / esmit430@volvocars.com / 443 255 2345 / 2008-06-02 22:23:49

Richard, Just the sender/pump. I got into the habit of calling it a combined tank unit because of the sender and pump being together. The tank was not replaced.

Gene

Richard Reina / rreina@volvocars.com / 1-201-7674815 / 2008-06-02 22:05:54

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Eugene Smith / esmit430@volvocars.com / 443 255 2345 / 2008-06-02 17:31:18

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OBSERVED DIAGNOSTIC TROUBLE CODES:

OBSERVED MEASURED VALUES:

FAULT DESCRIPTION/REASON/ROOT CAUSE:Fuel leaking from top of tank unit while engine is running.

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