

Technical Journal



TITLE:

Differential Electronic Module (DEM) Software (SW)

REF NO:
TJ 20756ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Cars North AmericaISSUE DATE:
YEAR MONTH DAY
2012 06 11FUNC GROUP:
4651FUNC DESC:
Automatic Operation Clutch

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“Fixed Right — First Time”

Attachment

File Name	File Size
Attachment TJ 20756.pdf	0.0193 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124					6		2009-2013		0087101-0165753	200820-201222
134					6		2011-2013		0000194-0173407	201020-201222
136					6		2009-2013		0067701-0147242	200820-201222
156					6		2010-2013		0018829-0369735	200905-201222
184							2004-2006		-	0-0
275							2003-2012		0000000-0629824	200220-201148
285							2003-2007		-	0-0
295							2003-2007		-	0-0
384							2003-2008		-	0-0
544							2004-2005		-	0-0
545							2005-2005		-	0-0



CSC Customer Symptom Codes

Code	Description
CP	Warning lights and chimes/Anti-lock Brake System (ABS) indication/no indication
DY	Warning lights and chimes/Antispin/antiskid (DSA, TRACS, STC, DSTC) indication/no indication
MU	4-wheel/all wheel drive/Does not work
C3	Automatic transmission/Unusual noise
D2	Front/rear axle/Unusual noise
NY	Automatic transmission/Vibration
W2	Front/rear axle/Vibration/shake

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
DEM	P18897A	Intermittent
DEM	P18897A	Permanent
DEM	000A	Permanent
DEM	000A	Intermittent
DEM	0008	Intermittent
DEM	0008	Permanent
DEM	0003	Permanent
DEM	0001	Permanent
DEM	0001	Intermittent
CEM	1A64	Intermittent
CEM	1A64	Permanent
DEM	000B	Permanent
DEM	0005	Permanent
DEM	0005	Intermittent
DEM	000B	Intermittent
DEM	0003	Intermittent
DEM	0006	Permanent
DEM	0006	Intermittent

Text

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

NOTE! THIS DOCUMENT SUPERSEDES THE PREVIOUS VERSION OF TECHNICAL JOURNAL DATED 03-20-2012. DEM SW has been added for vibration/noise at low speeds on MY13 P3 vehicles. PLEASE UPDATE YOUR FILES.

DESCRIPTION:

The DEM Upgrades in the attached document are available to correct the complaints / symptoms listed in the attachment.

SERVICE:

If the vehicle fits in the model year or chassis range for the symptom in the attachment, download a DEM Upgrade.



VOLVO STANDARD TIMES GUIDE (VSTG) INFO:

Operation number 36004-2 - Control module, software download- See VSTG

- Claims may be submitted under the new car warranty when there is a documented customer complaint using claim type: 01
- Labor times are valid at the time of release and are subject to change.

To view TJ attachment continue to next page.

Volvo Car Customer Service		
	TJ Instruction	
	TJ No 20756	
		Date June-12 Issue 10
Title	Differential Electronic Module (DEM), Software (SW)	

Vehicle	Complaint / Symptom
<p>Structure week 201220-201222 2013 S80: Chassis 165001-165753 2013 S60: Chassis 170118-173407 2013 XC70: Chassis 146101-147242 2012 XC60: Chassis 365050-369735</p>	<p>DESCRIPTION: The AWD system may have a vibration/sound during parking maneuvers or driving in a curve at low speed.</p> <p>PRODUCT MODIFICATION: Differential Electronic Module (DEM) Software (SW) has been improved regarding the controlling of oil pump and introduced at the factory from structure week 2012w22. As a service solution, the DEM SW is available to download starting week 23, 2012 (week of June 4, 2012).</p> <p>SERVICE: If the customer complaint/symptom is confirmed, perform a DEM upgrade according to VIDA.</p>
<p>2011-2012 S80: Chassis 134359-157261 Structure week 2010w20-2011w48 2011-2012 S60: Chassis 000194-115694 Structure week 2010w20-2011w48 2011-2012 XC70: Chassis 094389-132422 Structure week 2010w20-2011w48 2011-2012 XC60: Chassis 135123-288205 Structure week 2010w20-2011w48 2009-2012 XC90: Chassis 495000-629824 Structure week 2008w20-2011w48</p>	<p>The customer may experience a vibration from the rear end of the car during constant highway speeds.</p> <p>There is new DEM software available in VIDA for this issue. With a confirmed complaint AND it is confirmed that the vibration is not coming from somewhere else, perform a DEM Upgrade. Always follow-up the repair with a test drive to verify your repair.</p>
<p>2009-2010 S80: Chassis 087101-132907 Structure week 2008w20-2010w19 2009-2010 XC70 Chassis 047601-093003 Structure week 2008w20-2010w19 2009-2010 XC90 Chassis 0495000-0566990 Structure week 2008w20-2010w19 2010 XC60 Chassis 0018829-0134999 Structure week 2009w05-2010w19</p>	<p>DEM DTC P18897A may be set without any obvious customer symptoms.</p> <p>New DEM software is available with an improved diagnostic setting for DTC DEM P18897A.</p> <p>If above mentioned DTC is stored, download a DEM Upgrade. DEM Upgrade: XC90- PN: 30677019 XC60- PN: 30788981 S80, V70, XC70- PN: 30783152</p> <p>If the vehicle already has the latest software, follow the fault tracing according to VIDA and replace the filter according to fault tracing for DEM P18897A.</p>

2009–2010 XC90	A booming pulsation may be felt or heard in the 3 rd row seats when the vehicle is stopped in Drive, with the brake applied, and the engine at idle. Also see TJ 21524 for tailgate bump stop adjustments!
2006-2008 S60/XC90 2005-2008 XC90 V8 2006-2007 V70/XC70	A harsh jolt may be felt in the drive line when cruising at speeds approx 70 – 110 KPH (40 - 70 MPH). This SW will allow for a greater difference between front & rear axle speeds.
2006 AWD S60/V70/XC70/S80/XC90	DEM DTC 0001, 0005, 0006, 0008, 000A
2005-2006 AWD S60/V70/XC70/S80/XC90	CEM (Central Electronic Module) DTC 1A64 The CEM & DEM should be upgraded.
2003-2005 AWD Vehicles	DEM DTC 000B
2003 AWD Vehicles	DEM DTC (Diagnostic Trouble Code) 0003