


Technical Journal			
TITLE: Prior approval for 2013 S60 T5 fuel pump, level sender, and tank			
REF NO: TJ 27271	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Cars North America		ISSUE DATE:	
FUNC GROUP: 2300	FUNC DESC: Fuel system, exclusive gas propulsion	YEAR 2013	MONTH 01
		DAY 14	Page 1 of 3

“Fixed Right — First Time”

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
134	61	B5254T12					2013-2013		-	0-0

CSC Customer Symptom Codes

Code	Description
1Q	Driving/Poor performance/lacks power/At take off
AJ	Driving/Poor performance/lacks power
AK	Driving/Hesitates/surges/Unsure when/at all times
AL	Driving/Hesitates/surges/During acceleration
AM	Driving/Hesitates/surges/During deceleration
AA	Starting/Engine does not start/Engine turns
AD	Starting/Engine hard to start/cranks slowly/Cold start
BJ	Starting/Engine does not start/Unsure when/at all times
X6	Gauges/Fuel level not accurate/Value too high
XA	Gauges/Fuel level not accurate/Value too low
GL	Trip computer/Average fuel consumption/Faulty presentation
HJ	Warning lights and chimes/Fuel level indication/no indication

DTC Diagnostic Trouble Codes



Text

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

DESCRIPTION:

With this TJ, Volvo Cars of North America (VCNA) is applying its prior approval process for fuel pump, level sender, and tank replacement claims submitted on the vehicles listed in the TJ header. The Prior Approval Department must be contacted for all warranty fuel pump, level sender, and tank replacement claims on the vehicles listed in the TJ header.

Starting with repair order dates on or after January 16th, 2013, the Prior Approval Department must be contacted for authorization codes for operation number 23320-2, 23341-2, and 23412-2. This applies to Model Year 2013 S60 with engine code 61.

SERVICE:

IT IS ABSOLUTELY IMPERATIVE TO GET ACCURATE INFORMATION FROM THE CUSTOMER. THIS INFORMATION IS BEST OBTAINED BY THE SERVICE ADVISOR AT TIME OF REPAIR ORDER GENERATION! The approval form has been set up so a customer interview can be done first then proceed with diagnosing the problem. Below are the questions in the form that need to be asked of the customer.

In the customers complaint area state: What exactly is the condition the customer complaining of (gauge issue, hard starting cold, hard starting on a hot engine or does the condition happen during driving and what type of driving such as towing trailer, , etc. Was there an engine running problem?)?

- Ambient temperature and conditions when the condition occurred
- What is the name/location/brand of the fuel station that the customer used BEFORE the condition occurred and what was the octane of the fuel?
- Is the customer using the same station on most fill ups?
- Ask the customer how long after the engine was started did the problem occur.
- Check vehicle repair history for previous complaints related to the drivability.
- What was the fuel level in the DIM display when the issue happened?

The technician needs to be able to answer these questions:

- Check vehicle repair history for previous complaints related to the drivability.
- Fuel level (measured on fuel gauge and VIDA)
- Fuel pressure (measured with pressure gauge and VIDA) when fault is active and rest pressure
- Engine coolant temperature (found in DTC freeze frames or ask the customer how long after the engine was started)
- If you can duplicate the condition, what are the driving conditions when the condition occurred (hard driving/driving with trailer, hot soak, cold start, etc)

Contact the Prior Approval department before taking any further steps. Refer to the form on the Prior Approval application on VRC2 and submit the online form.

Note! It's possible to pick the wrong P/N for the fuel pump if you follow the parts catalog for function group 2.3.4. If you follow the parts catalog for function group 2.3.3 (Fuel pump), the correct P/N will be indicated.



Authorization codes for the labor operation code above will only be available via the Prior Approval Dept. Prior Authorization is not required for customer pay repairs and/or diagnosis related to this TJ. The technician should refer to the online form on the Prior Approval application on VRC2.

Technicians who need to replace the fuel pump, level sender, or tank on a vehicle listed in the TJ header should contact the Prior Approval Dept before making any repairs by submitting the online form on VRC2.

This is not a parts restriction process. Parts availability questions should be directed to the Parts Retailer Services Department.

VOLVO STANDARD TIMES GUIDE (VSTG) INFO:

Operation number 23412-2 - Fuel tank install-remove/replace, including drain/refill - See VSTG

Operation number 23341-2 - Fuel pump replace - See VSTG

Operation number 23320-2 - Level sensor fuel tank left replace - 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.