


<b>Technical Journal</b>			
TITLE: <b>Prior approval for 2014 S60 T5 fuel pump, level sender, and tank</b>			
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 09
		DAY 20	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					2014-2014		-	0-0

**CSC Customer Symptom Codes**

Code	Description
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

**DTC Diagnostic Trouble Codes**

**Text**

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

**\*NOTE! THIS DOCUMENT SUPERSEDES THE PREVIOUS TECHNICAL JOURNAL 27271 DATED 01-14-2013. MY 2013 S60 T5 has been removed from this TJ and MY 2014 S60 T5 has been added. PLEASE UPDATE YOUR FILES.**



## **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 vehicles listed in the TJ header. The Prior Approval Department must be contacted for all warranty fuel pump and tank replacement claims on the vehicles listed in the TJ header.

**\*The Prior Approval Department must be contacted for authorization codes for operation number 23341-2 and 23412-2. This applies to Model Year 2014 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 (hard starting cold, hard starting on a hot engine)?

- 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?
- 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 (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 VRC<sup>2</sup> and submit the online form.

**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 VRC<sup>2</sup>.**

**Technicians who need to replace the fuel pump 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 VRC<sup>2</sup>.**

**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

- 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.