



Technical Journal

TITLE:
Prior Approval for A/C compressor replacement

REF NO: TJ 26147	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2016-05-19	STATUS DATE: 2016-05-23
FUNC GROUP: 8743	FUNC DESC: Compressor and mounting; compressor moun	Page 1 of 5	

“Right first time in Time”

Attachment

File Name	File Size
A-C_Compressor_MY2011_form_enabled.pdf	0.2773 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2011-2015		0000000-0000000	0-0
134							2011-2015		0000000-0000000	0-0
136							2011-2015		0000000-0000000	0-0
155							2015-2015		0000000-0000000	0-0
156							2011-2015		0000000-0000000	0-0

CSC Customer Symptom Codes

Code	Description
8B	Temperature control/A/C slow to cool in front section
8C	Temperature control/A/C not cold enough in rear section
8D	Temperature control/A/C slow to cool in rear section
SA	Temperature control/A/C not cold enough in front section
TB	Temperature control/A/C does not work
D5	Climate control system/Unusual noise

VST Operation Number



DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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

Text

DESCRIPTION:

A/C = Air Conditioning

TJ = Technical Journal

TXV= Thermal Expansion Valve

***This document supersedes the previous Technical Journal 26147 dated 06-20-2014.**

***Admin changes only**

The prior approval now applies to all symptoms; not only noise complaints. Prior approvals are obtained through TIE by filling out the attached form and submitting a Vehicle Report, with sub concern area "Prior Approval." Refer to E-Service General Bulletin 00-383.

With this TJ, Volvo Cars of North America is applying its prior approval process for any claims submitted for the replacement of the A/C compressor.

Starting with repair order dates on or after April 21st, 2014, the Prior Approval Department must be contacted for warranty authorization code for the following part numbers:

- 36001663
- 36011354
- 36002623
- 36011359
- 36002935
- 36001462
- 36011355

Prior Authorization is not required for customer pay repairs and/or diagnosis related to this TJ, however this TJ offers fault tracing information for these cases.

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

If you believe it necessary to replace the compressor fill out the required approval form and note the following information:

- Ambient temperature & humidity at time of repair.
- High & low pressures before compressor is removed.
- Amount of refrigerant removed from the system.
- Record the high and low system pressures prior to removal as described in [TJ 26262](#).



The Prior Approval applies to all symptoms, but the following is included to assist in the diagnosis of noise complaints:

Unusual noise from the A/C system may occur at different times.

This TJ describes some of the known issues that have been reported and the most effective repairs. As with all A/C issues the customers concern should be duplicated, a Climate control system check should be performed and it should be confirmed that the system has the correct charge.

In VIDA follow:

Repair

Cleaning, Inspection, and Adjustment

> 8 Body and Interior

> 87 Climate units

> 870 General

Climate control system, check

Also see TJ 26262 for more climate system fault tracing.

The following describes the measures to be taken if a customer complains about A/C compressor noise.

SERVICE:

1-Grinding or growling noise from compressor on start up.

This is a normal noise due to the compressor being activated at engine start up.

No components should be replaced for this.

2-Drilling noise from compressor during AC usage.

See [TJ 29474](#) for reference.

3-Buzzing noise from AC compressor.

This noise is generated from the variable displacement solenoid on the end of the compressor.

Some solenoids can be louder than others, if noise is unacceptable to the customer it can be replaced as a spare part, available for the VALEO compressors only.

If the vehicle is equipped with a SANDEN compressor the solenoid is not available as a spare part therefore the complete compressor must be replaced.

To identify the manufacturer of the compressor; "Sanden" or "Valeo"...this information can be found on the identification plate on the side of the compressor.

VEHICLE REPORT:

N/A

To view TJ attachment continue to next page. This TJ has one attachment.

Prior Approval A/C Compressor (MY 2011+P3) Form



Current Date:

Prior Approval Contact Information
Phone: 1-800-500-5570

All Prior Approval Forms must be submitted through TIE!
Please fill out form completely. Required fields are marked with an asterisk (*).
Forms without required fields completed will be rejected.

New Case

Existing Case

Retailer Code*:

Retailer Name*:

Technician Name*:

Contact Phone #*:

E-mail Address*:

Model*: _____ Model Year*: _____ Repair Order #*: _____ Repair Date*: _____

VIN Number*: Mileage*: _____ No. of Repair Attempts*: _____

Vehicle Information:

1. How many times has this vehicle been in for this concern?	
2. History of any previous repairs	
3. Can complaint be duplicated at this time?	<input type="radio"/> Yes <input type="radio"/> No
4. What are the results from Climate Control System Check from VIDA?	
5. Is this vehicle in for cooling concern or noise coming from A/C system?	
6. Describe the issue as best as possible. If A/C compressor is believed faulty for a noise issue, what is the noise and when does it occur?	
7. Select type and conditions when noise is heard.	

Prior Approval A/C Compressor (MY 2011+P3) Form



8. What are the ambient temperature and humidity at time of repair?	
9. What are the high side pressure and low side pressure readings when issue occurs, using VIDA?	
10. Amount of refrigerant removed from system	
11. Was the TXV valve adjusted on this vehicle?	<input type="radio"/> Yes <input type="radio"/> No
12. Was noise present before or after the TXV valve was adjusted?	
13. Was TXV valve previously replaced? If so, at what mileage and date?	<input type="radio"/> Yes <input type="radio"/> No
14. Is this vehicle equipped with a Valeo compressor or a Sanden compressor? This can be found by looking at the label on the compressor body.	
15. Describe any outstanding conditions or comments that were not addressed in the above-asked questions.	

Technical Journals:

- TJ 26147 Prior Approval for A/C compressor replacement
- TJ 26262 - Cooling Unit, Fault tracing
- TJ 26630 - TXV Valve Campaign