



# Technical Journal

TITLE:

**Front seat back uneven, lumbar support loose**REF NO:  
**TJ 30962.2.0**ISSUING DEPARTMENT:  
**Technical Service**CAR MARKET:  
**United States and Canada**PARTNER:  
**3 US 7510 Volvo Car USA**ISSUE DATE:  
**2017-09-11**STATUS DATE:  
**2017-09-12**FUNC GROUP:  
**8524**FUNC DESC:  
**Backrest cushion****Page 1 of 10****“Right first time in Time”**

## Attachment

File Name	File Size
Example.pdf	0.2249 MB
TJ 30962.pdf	3.7335 MB

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256							2016-2016		0000561-0154064	201505-201646

## CSC Customer Symptom Codes

Code	Description
S1	Seat upholstery/padding/Loose, poor fit, warped, wrinkled or soft/hard

## VST Operation Number

VST Operation Number	Description
98561-2	Lumbar support adjust acc. to TJ30962

## 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:

\* Attachment "Example pdf" show typical wrinkle on the back support when the lumbar support is loose.

If a front seat back looks uneven when the lumbar support is used, the lumbar support may be loose.

### SERVICE:

Use strip clamp 983750 to fasten the steel reinforcement in the foam to the hooks. Do this on both front seats. Follow attached repair method.

### VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 8524.

**To view TJ attachment continue to next page. This TJ has two attachments.**





## Volvo Car Customer Service

TJ 30962

<b>Title</b>	Front seat	<b>Page</b>	1 ( 7 )
<b>Action</b>	Product fix	<b>Operation number:</b>	98561-2

<b>Issue</b>	<b>Date</b>	<b>Reason</b>
1	2015-12	First issue

### Affected vehicles

<b>Model year</b>	<b>Model</b>
2016	XC90 (16-)

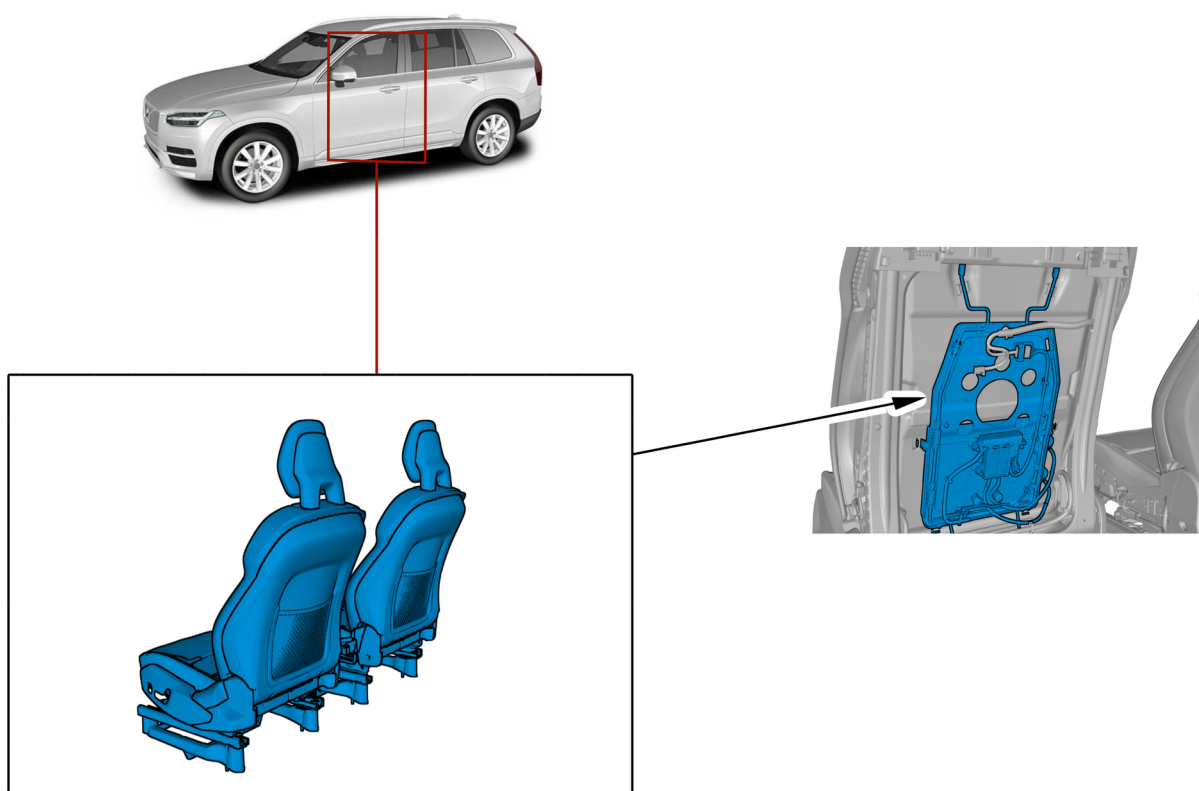
### Materials

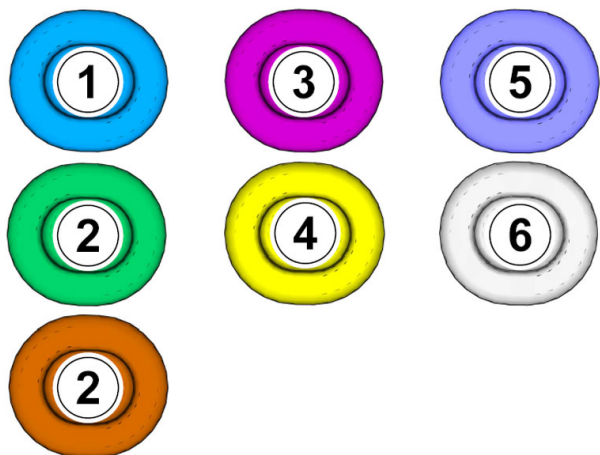
<b>Materials</b>	<b>Qty.</b>	<b>Part No.</b>	<b>Notes</b>
Strip clamp	4.0	983750	

## Removal

**Note!** Removal steps in this procedure may contain installation details.

### Orientation view



**Image philosophy**

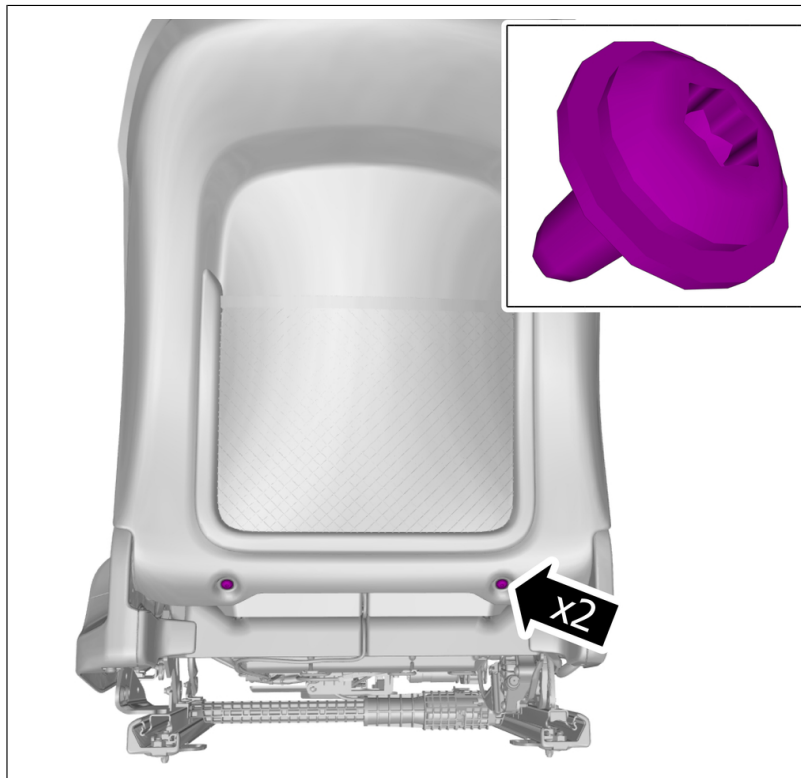
**Note!** This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.

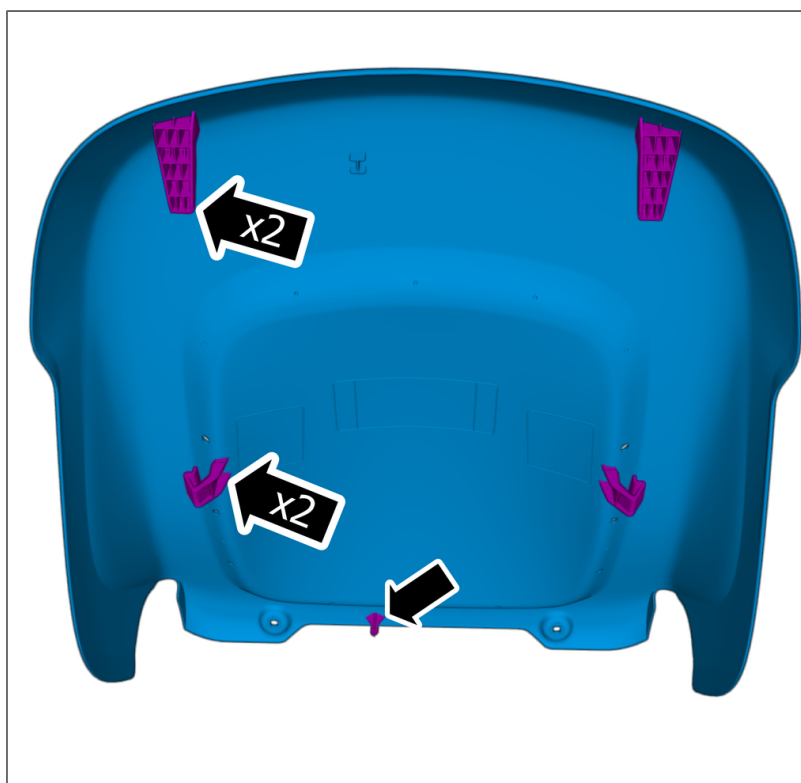
On both sides.



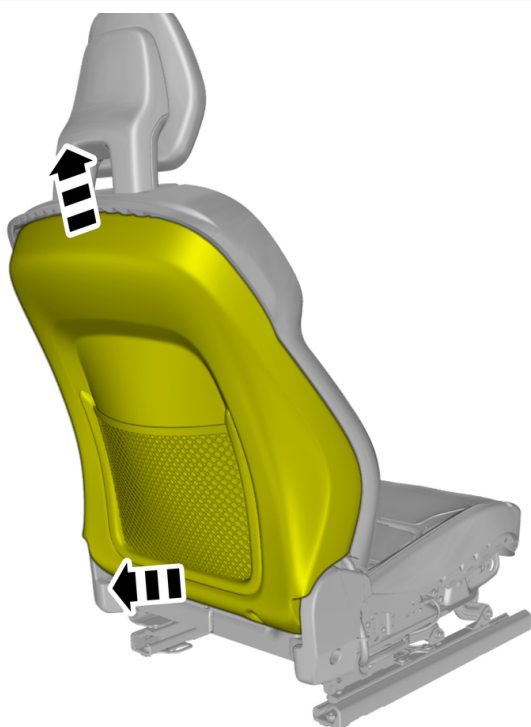
**Note! Orientation view**



Remove the screws.



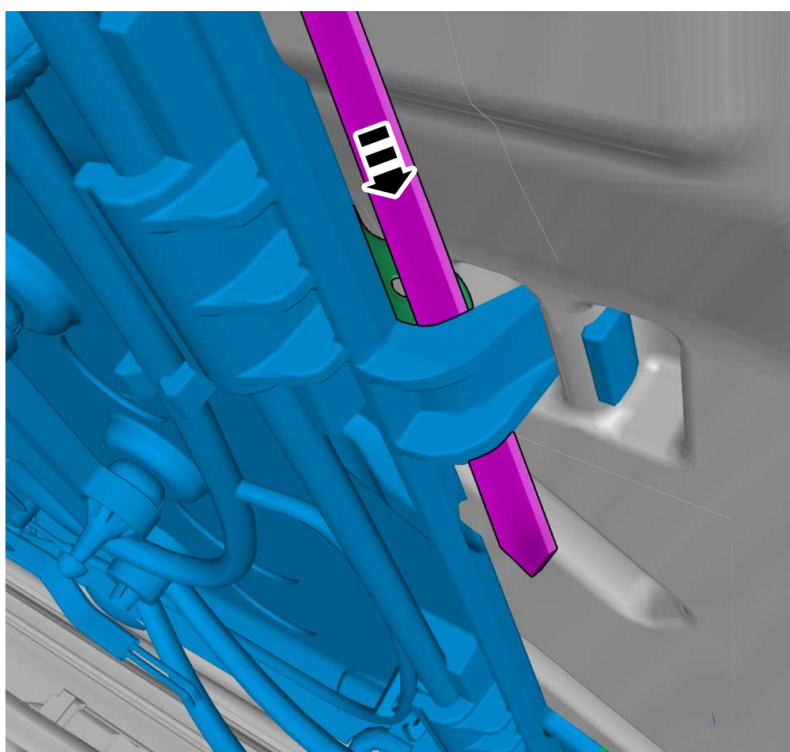
**Note!** The graphic shows the back of the component before removal.



On both sides.  
Remove the marked part.

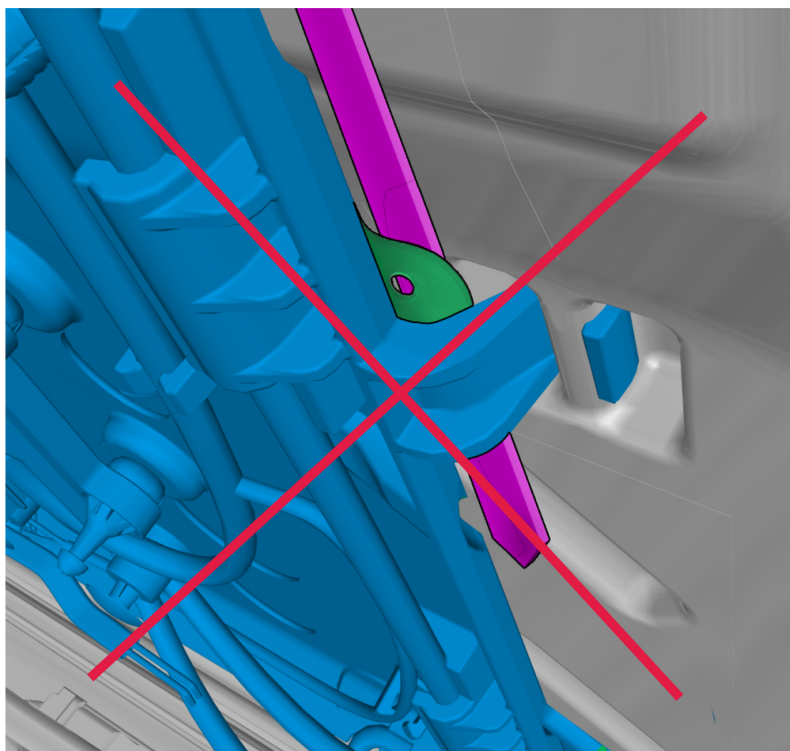


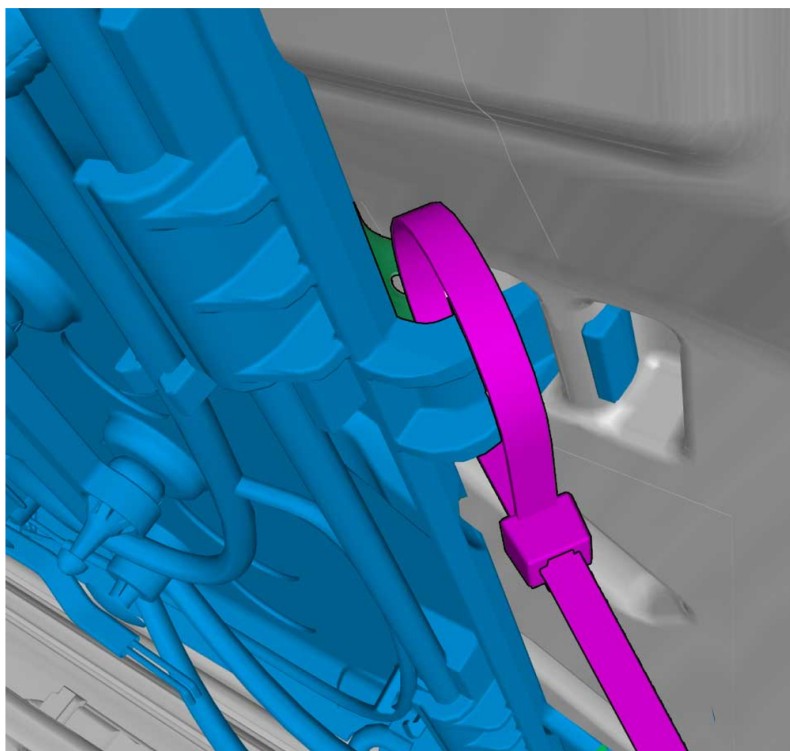




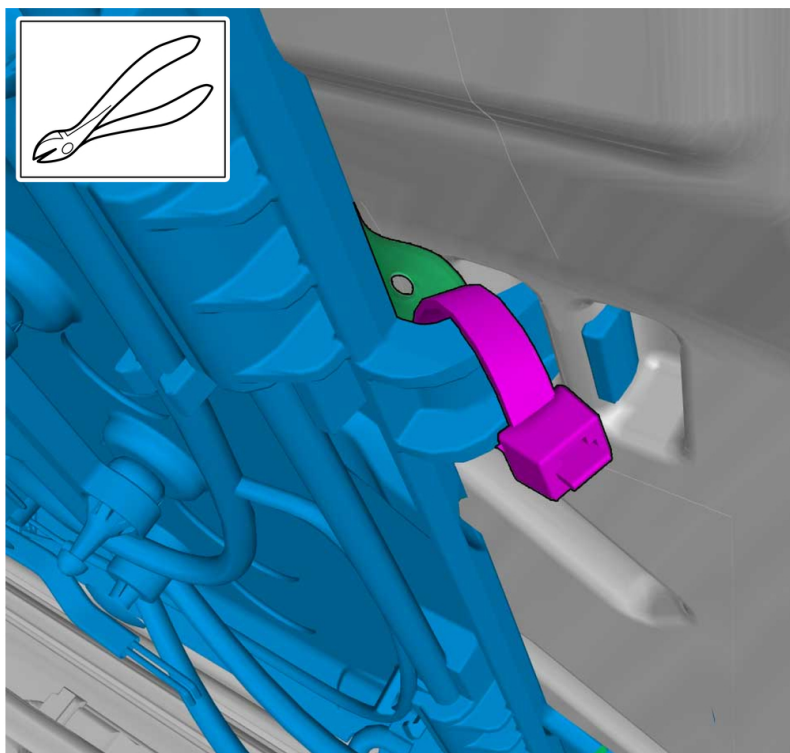
**Use:** Strip clamp , 983750

On both sides.





Tighten the cable tie.



Cut

### Installation

To install, reverse the removal procedure.