



# Technical Journal

TITLE:

**Complaints Non-POT tailgate locks**

<b>REF NO:</b> TJ 32372.1.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2017-02-22	<b>STATUS DATE:</b> 2017-02-28
<b>FUNC GROUP:</b> 8347	<b>FUNC DESC:</b> Lock for hatch; lock for boot lid; lock	Page 1 of 2	

“Right first time in Time”

## Attachment

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
155							2017-9999		0329019-9999999	201716-999952
156							2017-2017	22	2000031-9999999	201617-201719
157							2017-9999		0023014-9999999	201617-999952

## CSC Customer Symptom Codes

Code	Description
9D	Tailgate/trunk lid/Hard to close
WJ	Tailgate/trunk lid/Hard to open

## VST Operation Number

## DTC Diagnostic Trouble Codes

## Text

### DESCRIPTION:

If the customer experience hard to open/close or dim message indicating tailgate problem please follow actions under service before replacing parts.

**SERVICE:**

DIM: Driver Information Module

In case of customer complaints:

1. Hard to open hard to close tailgate, adjust the striker.
2. Dim message: Check if the tailgate is fully closed if not follow suggestion number 1.
3. If the tailgate is fully closed and the dim message still occur replace the lock.

Please add the TJ number 32372 and if you have used 1 or 2 or 3 in the warranty claim text.

**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 8347.