



Technical Journal

TITLE:

Front Air Suspension, knock/rattle/clatter noise

REF NO: TJ 31236.17.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-01-30	STATUS DATE: 2017-01-31
FUNC GROUP: 7251	FUNC DESC: FR SPR, HYD/GAS/AIR, BELLOWS, CYLINDER	Page 1 of 2	

“Right first time in Time”

Attachment

File Name	File Size
TJ 31236.m4a	0.2825 MB
TJ 31236.wmv	2.6571 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256	I0	B4204T23					2016-2017		0000001-0114847	201505-201621
256	A2	B4204T27					2016-2017		0000001-0114847	201505-201621
256	BC	B1BPHEV					2016-2017		0000001-0140101	201526-201640

CSC Customer Symptom Codes

Code	Description
WV	Suspension/Clicking/clonking noise/At start/stop
WY	Suspension/Clicking/clonking noise/Unsure when/at all times
X1	Suspension/Unusual noise
8J	Shock absorption/Unusual noise

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
36060-3	Calibration with VIDA
72813-2	Shock absorber replace acc, to TJ31236



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:

If the vehicle is equipped with air suspension and if customer is complaining over a knock/rattle/clatter noise from the **front suspension** when driving on roughroads or over a road hump, then follow the advice under Service.

Note: Vehicles with Air suspension can be identified by the following VDN code: RI03

*VST operation changed for shock absorber replacement

SERVICE:

Too high Tire Pressure could produce noise that could be misinterpreted as noise from front air suspension.

First ensure that the tire pressure is correct, refer to the Tire Label (located in left side B-pillar) or Owner's Manual.

It is required that workshop test drive the vehicle with correct tire pressure in order to verify the customers complaints regarding unacceptable noise from the front suspension.

If the noise is confirmed, replace front shock absorbers according to VIDA and perform a SUM upgrade.

VEHICLE REPORT:

No, only if the described noise not is comparable with attachments please submit a Vehicle Report. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 7251.

If material is needed it will be requested by report.

This TJ has two sound files attached.