



Technical Journal

TITLE:

Info request: Pull & drift or steering wheel misaligned, feedback needed

REF NO: TJ 34286.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-11-26	STATUS DATE: 2018-11-29
FUNC GROUP: 6010	FUNC DESC: WHEEL ALIGNMENT	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
225							2019-9999	21	0000315-9999999	201817-999952
235							2019-9999	21	0084075-9999999	201817-999952
236							2019-9999	21	0066030-9999999	201817-999952
246							2019-9999	21	0176061-9999999	201817-999952
256							2019-9999	21	0415651-9999999	201817-999952

CSC Customer Symptom Codes

Code	Description
QE	Steering wheel/Steering wheel spokes not correctly positioned
QF	Steering/Constant pull to left
QG	Steering/Constant pull to right
8V	Tires/Pulls/drifts

VST Operation Number

DTC Diagnostic Trouble Codes



Text

DESCRIPTION:

If there is a need to carry out a wheel alignment or adjustment of the steering wheel on a new car, age 0-5 months. Our factory wants more information from the field to understand why such repairs are carried out.

Please see advice under Service.

SERVICE:

If there is a need to perform adjustments of the wheel alignment or steering wheel position, send a vehicle report with results of the measurement's on the car before and after adjustment of wheel angels.

Please answer below questions:

1. Was the problem found by the dealer or customer?
2. Does the car have all season, summer or winter tire?
3. During which driving condition does the problem occur?
 - During normal driving with/without lane keeping aid (LKA)? With or Without
 - During use of Pilot assist? Yes or No
 - During acceleration? Yes or No
 - During braking? Yes or No

Please include photos if any damages were found on the wheels or other related components.

Note: It is important to carry out the tests on a good and flat road without road slopes with correct air pressure in the tires.

VEHICLE REPORT:

Yes, please submit a Vehicle Report with results of the measurement's on the car before and after adjustment of wheel angels.

Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 6010.