



Technical Journal

TITLE:

Click noise from rear body / suspension / shock absorber

REF NO: TJ 33962.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-09-25	STATUS DATE: 2018-10-08
FUNC GROUP: 7612	FUNC DESC: Shock absorber, rear	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
TJ 33962.wma	0.4972 MB
TJ 33962 - 1.jpg	0.0252 MB
TJ 33962 - 2.jpg	0.1014 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536							2019-2019	22	0000001-0069233	201746-201828

CSC Customer Symptom Codes

Code	Description
E7	Suspension/Unusual noise
WZ	Suspension/Clicking/clonking noise
8J	Shock absorption/Unusual noise

VST Operation Number

VST Operation Number	Description
96436-2	Troubleshooting rear wheel suspension CSC WZ (one side)
99400-2	General reimbursement acc. to TJ/QB



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:

*Added VST Operation No.

If there is a rattling / clicking / ticking noise while driving, and the noise is likely coming from the rear body or rear suspension, please follow the advice under Service.

SERVICE:

Remove:

- wheel
- outer wheelhouse trim panel
- plastic cap from the shock absorber top mount (see picture 1)

Spray PFPE anti-squeak grease in the upper opening in the top mount (see picture 2) for about 5 - 10 seconds.

Note: Change direction of the spray nozzle while spraying so that the grease is distributed evenly, to make sure the grease is inserted all around between inside rubber and top mount metal cap.

Reinstall all parts.

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 7612.

Parts required:

PFPE anti-squeak grease PN 30749880 30 ml (20%) is enough for two sides.

Access TIE for attachments.

