



Technical Journal

TITLE:

Noise when turning steering wheel

REF NO: TJ 35842.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-01-28	STATUS DATE: 2021-01-28
FUNC GROUP: 6412	FUNC DESC: Steering column; shaft	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
TJ 35842.jpg	0.1557 MB
TJ 35842.mp4	6.5566 MB

DESCRIPTION:

If there is a strange chafing or creaking noise when turning the steering wheel, follow the advice under Service.

CSC Customer Symptom Codes

Code	Description
H3	Steering wheel/Squeak/rattle/Steering column/wheel

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-9999		0000001-9999999	201835-999952
225							2019-9999		0000001-9999999	201817-999952
227							2019-9999		0000001-9999999	201846-999952
234							2017-2017		0000001-9999999	201617-999952
235							2017-9999		0000001-9999999	201624-999952
236							2017-9999		0000001-9999999	201646-999952



Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
238							2018-9999		0000001-9999999	201646-999952
246							2018-9999		0000001-9999999	201717-999952
256							2016-9999		0000001-9999999	201505-999952

SERVICE:

Check if the rubber grommet installed in the firewall for the steering column is causing the noise when rotating the steering wheel.

If confirmed, first check that the rubber grommet is installed properly, if needed try to adjust position of the grommet.

If position is good, but noise still occurs, then apply some PFPE Anti-squeak spray in the rubber grommet, P/N 30749880 (0.1 pce).

Do not replace parts such as steering gear and steering column.

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:

99923-2 General reimbursement acc. to TJ/QB

VST Operation Number

VST Operation Number	Description
99923-2	General reimbursement acc. to TJ/QB

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 6412.

To view TJ attachment continue to next page. This TJ has one attachment and one sound file.

