



Technical Journal

TITLE:

Outer rear view mirror glass incorrect position after reversing

REF NO: TJ 35507.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-02-23	STATUS DATE: 2021-02-26
FUNC GROUP: 8461	FUNC DESC: Manual outside mirrors, compl	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If vehicle shows symptom for the outer rear view mirror glass not returning to the correct position after reversing, follow advice under service.

CSC Customer Symptom Codes

Code	Description
SM	Door mirrors/Electrical adjustment does not work
TG	Door mirrors/Automatic adjustment (memory) does not work

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2021		0000001-0080056	201835-202024
225							2019-2021		0000001-0412081	201817-202024
227							2019-2021		0000001-0065022	201846-202024
234							2018-2021		0027066-0097044	201717-202024
235							2018-2021		0035090-0160089	201717-202024
236							2018-2021		0013029-0131063	201717-202024
238							2018-2021		0015068-0195050	201717-202025



Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
246							2018-2021		0000001-0675049	201717-202024
256							2018-2021		0190087-0670061	201717-202024
536							2018-2021		0000001-0390482	201746-202024

SERVICE:

Perform a total software upgrade according to TJ 31543

If journal does not work, please ask the customer following question:

- 1: Does it happen only when reversing and directly put car into Park and getting out of the car? Both mirrors or left or right?
- 2: Does it happen only (or including above) when reverse -> Drive (and maybe even -> reverse -> drive (parallel parking))?
- 3: Is the door opened during or while the mirror(s) is/are dipped?
- 4: Does it happen when unlocking the car and the mirror(s) is/are in incorrect position? Both mirrors or left or right?
- *5: Does the memory function work as intended? I.e., are the mirror positions correct to what you set them to? If the mirror(s) position(s) are incorrect at any time, will the memory button put them to the incorrect position or back to original (correct) position?
- 6: Is the symptom replicable?

Warranty claim info:

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

VST OP number: 36004-2

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

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 8461.