Technical Journal

TITLE:
Panorama sunroof glass panel / roller blind does not open or close

REF NO: **TJ 35872.1.0**	ISSUING DEPARTMENT: **Technical Service**	CAR MARKET: **United States and Canada**	
PARTNER: **3 US 7510 Volvo Car USA**		ISSUE DATE: **2021-03-11**	STATUS DATE: **2021-03-18**
FUNC GROUP: **8369**	FUNC DESC: **Miscellaneous**	**Page 1 of 4**	

"Right first time in Time"

Attachment

File Name	File Size
TJ 35872 -1.jpg	0.0515 MB

DESCRIPTION:
If glass panel and / or roller blind is not working for the panorama sunroof, follow the advice under Service.

Analysis indicates the symptom could be a temporary function loss due to minor contamination build-up on the commutator, probably due to inactivity over some time.
Once the motor has been manually forced to run it will in most cases work as normal, with good commutator after some usage.

It may occur that if the front motor is blocked, the rear motor might be unusable as well.

CSC   Customer Symptom Codes

Code	Description
SC	Sun/moon/convertible roof/Hard/impossible to open/close

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	B150813	Permanent
CEM	B150913	Permanent
CEM	B150813	Intermittent
CEM	B150913	Intermittent

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
536							2019-9999		0000001-9999999	201746-999952

SERVICE:

If rear motor for roller blind does not work (CEM-B150913-Sunroof Motor Curtain):
- Lower the headliner in rear to access the rear motor. (VST Op No 85511-2, VIDA XC40: VCC-502462-1, S60: VCC-371163-31).
- Manually turn the gear using a 4 mm hex key tool, it can be turned either direction depending if closing/opening. Turn it a few turns both clockwise and counterclockwise. (VST Op No 96543-2).
- Perform a function test of both motors from the overhead sunroof switch and perform sunroof motor initialization (VST Op No 83701-2, VIDA XC40: VCC-504317-1, S60: VCC-371012-6)
- If function is good, reinstall the headliner.
- Also, open/close the panorama sunroof and roller blind for at least 7 times each before returning the car to customer. (VST Op No: 99921-2)

If motor is still inoperative after the function test, continue fault tracing according to VIDA.

If front motor from glass panel, **OR both motors** does not work (CEM-B150813-Sunroof Motor Panel):
- Remove overhead console (OHC) to access the front motor. (VST Op No 99922-2, VIDA XC40: VCC-504393-1, S60: VCC-371008-6).
- Manually turn the gear using a 4 mm hex key tool, it can be turned either direction depending if closing/opening. Turn it a few turns both clockwise and counterclockwise. (VST Op No 96543-2).
- Perform a function test of both motors from the overhead sunroof switch and perform sunroof motor initialization (VST Op No 83701-2, VIDA XC40: VCC-504317-1, S60: VCC-371012-6).
- If function is good, reinstall overhead console.
- Also open/close the panorama sunroof and roller blind for at least 7 times each before returning the car to customer. (Included in VST Op No: 99922-2).
- If motors are still inoperative, perform action mentioned in TJ 31543.

If sunroof motor function is still not good after above repairs, continue fault tracing according to VIDA and send a TIE Vehicle Report (support needed).
Note: Do not replace both motors since it is very unlikely both motors are defective. Use DTC for fault tracing to define which motor is failing.

VST Operation Number

VST Operation Number	Description
96543-2	Troubleshooting doors / hatches CSC SC
99922-2	General reimbursement acc. to TJ/QB (2 JV Front motor only)
85511-2	Headlining with sun roof (Rear motor only)
83701-2	Sunroof initialization
99921-2	General reimbursement acc. to TJ/QB (1 JV Rear motor)

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 8369.

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

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