

Technical Journal

TITLE:

Information only on Hands-Free Power Operated Tailgate

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PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-10-07	STATUS DATE: 2021-10-12
FUNC GROUP: 8300	FUNC DESC: Doors, lids and convertible top	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

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DESCRIPTION:

If the customer’s concern is that the hands-free power operated tailgate is not working, please see information under service.

CSC Customer Symptom Codes

Code	Description
42	Power Operated Tailgate/Opening with foot movement does not work
4B	Power Operated Tailgate/Opening with foot movement does not work
1K	Tailgate/trunk lid/Automatic opening/closing does not work

SERVICE:

Due to the global semi-conductor shortage, the sensor for the hands-free function (kick sensor) of the Power Operated Tailgate/Trunklid will be temporarily removed from the MY22 XC60, S90 and V90 Cross Country.

Affected cars will not have the hands-free feature but will retain the Power Operated Tailgate/Trunklid functionality.

The supply of semi-conductors for the Power Operated Tailgate remains stable and will continue to be included as a stand-alone option per the MY22 offer structure.

The removal timing is staggered across the affected models for a total of five weeks of production for each model without the feature.

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XC60 22w36 through 22w40

V90 Cross Country 22w38 through 22w42

S90 22w40 through 22w44

How do I know which cars don't have this feature?

Cars without the hands-free function will have a decal to inform you and your customers the feature is missing.

The decal should be removed by the customer after delivery and not before. Any MY22 car with the hands-free function will continue to come with a decal attached to the rear bumper to help instruct customers on how and where to kick. No price adjustment will be made.

Will the customer be able to receive this feature in the future?

We are investigating the possibility to add the hands-free sensor at a later time. The ability to update will be addressed in a future communication.

We are continuously monitoring the semi-conductor situation and will keep you informed of any further changes via Product Bulletin.

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 8300.