

Volvo Car USA LLC

Technical Journal

Technical Journal Title Fuel Door Won't Open		Ref. No. TJ 36857.1.0	
Issuer (Dept.) Technical Service		Issue Date 3/19/24	Status Date 4/16/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA		Function Group 8331
Function Description Tank hatch with hinge		Page Page 1 of 2	

DESCRIPTION:

If the vehicle's fuel door cannot be opened follow the advice under "Service."

CSC Customer Symptom Codes

Code	Description
8H	Fuel-filler door/Hard/impossible to open

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224	L1	BL1KERS					2024-9999		-	202317-999952
227	L1	BL1KERS					2024-9999		-	202317-999952
236	06	B06KERS					2024-9999		-	202318-999952
238	06	B06KERS					2024-9999		-	202318-999952
246	L1	BL1KERS					2024-9999		-	202317-999952
256	06	B06KERS					2024-9999		-	202318-999952
256	L1	BL1KERS					2024-9999		-	202318-999952
536	L1	BL1KERS					2024-9999		-	202321-999952

SERVICE:

This may be a CEM (Central Electronic Module) software-related issue.

Do not replace any parts before trying the temporary fix/workaround stated below.

Using the **key fob buttons**:

- Press the lock button
- Wait approximately 10 seconds
- Press the unlock button

It is not necessary to let the car go to sleep.

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Please inform the customer about this process in case the problem happens again.

If the symptom still occurs after the workaround, please follow the normal fault-tracing process in VIDA.

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

Note that the TJ number must be stated in the repair order text.

VST Operation Number

VST Operation Number	Description
99921-2	General reimbursement acc. to TJ

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 Needed", use function group 8331.