

Volvo Car USA LLC
Technical Journal

Technical Journal Title Vehicle Shifts Back to Neutral		Ref. No. TJ 37013.1.0	
Issuer (Dept.) Technical Service		Issue Date 7/8/24	Status Date 7/16/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 4320	
Function Description Gear lever carrier, gear selector control		Page Page 1 of 2	

DESCRIPTION:

If a customer experiences the vehicle shifting to N when selecting D or R during **start-up**, please follow the advice under “Service”.

CSC Customer Symptom Codes

Code	Description
NQ	Automatic transmission/No forward/reverse movement in gear
MQ	Gear selector/Difficult/impossible to change gears

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	EH	E400V8					2024-2025		-	202346-202429
536	ER	E400V12					2024-2025		-	202346-202429
539	EH	E400V8					2024-2025		-	202346-202429
539	ER	E400V12					2024-2025		-	202346-202429

SERVICE:

Do not replace any parts before following this journal.

- Model year 24: Improved software is available in VIDA 2024 week 27 (version 3.1.9)
- Model year 25: Improved software is planned to be released in VIDA 2024 at the end of week 29.

Perform a software upgrade according to TJ 31543.

Warranty claim info:

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

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

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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 Needed", use function group 4320.