

# V O L V O

## Volvo Car USA LLC

## Technical Journal

|   |   |                                 |                               |
|---|---|---------------------------------|-------------------------------|
| Technical Journal Title<br><b>AC System Intermittent Knocking Noise</b> |   | Ref. No.<br><b>TJ 37345.2.0</b> |                               |
| Issuer (Dept.)<br><b>Technical Service</b>                              |   | Issue Date<br><b>4/9/25</b>     | Status Date<br><b>4/17/25</b> |
| Car Market<br><b>United States and Canada</b>                           | Partner<br><b>3 US 7510 Volvo Car USA</b> | Function Group<br><b>8720</b>   |                               |
| Function Description<br><b>Air distribution</b>                         |   | Page<br><b>Page 1 of 11</b>     |                               |

### Attachment

| File Name                  | File Size |
|----------------------------|-----------|
| TJI-530765-1_1_1_en-US.pdf | 2.7987 MB |

Rows beginning with \* are modified

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

### DESCRIPTION:

If the customer complains about knocking noise from the AC system (this symptom can be heard or felt under the driver's front carpet), please follow advice under service.

### CSC Customer Symptom Codes

| Code | Description                          |
|------|--------------------------------------|
| D5   | Climate control system/Unusual noise |

### DTC Diagnostic Trouble Codes

### Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 256  |     |          |       |      |      |       | 2016-9999  |       | -             | 201505-999952    |

### SERVICE:

If the symptom is confirmed, proceed with adding a rubber sleeve on isolated low pressure line (also, connect low pressure line and high pressure line with a cable tie) according to the attachment.

### 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.

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### VST Operation Number

| VST Operation Number | Description                         |
|----------------------|-------------------------------------|
| 98784-2              | A/C System knocking noise 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 not needed", use function group 8720.

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



## Volvo Car Customer Service

TJ Instruction VCC-530765-1

|               |                                   |                          |         |
|---------------|-----------------------------------|--------------------------|---------|
| <b>Title</b>  | The air conditioning (A/C) system | <b>Page</b>              | 1 ( 9 ) |
| <b>Action</b> | Product fix                       | <b>Operation number:</b> | 98784-2 |

| Issue | Date    | Reason      |
|-------|---------|-------------|
| 1     | 2025-03 | First issue |

### Affected vehicles

| Model year                | Model      | Engine             | Partner group                     |
|---------------------------|------------|--------------------|-----------------------------------|
| 2022, 2023,<br>2024, 2025 | XC90 (16-) | B4204T53, T56, T57 | America<br>China<br>International |

### Materials

| Materials   | Qty. | Part No. | Notes |
|-------------|------|----------|-------|
| Strip clamp | 1.0  | 983750   |       |
| Sleeve      | 1.0  | 31201519 |       |

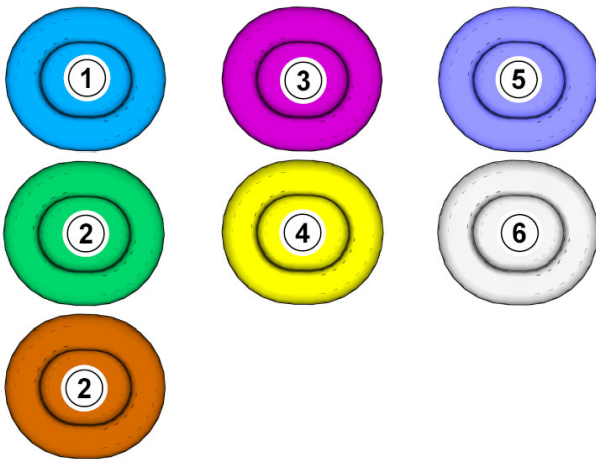
### Equipment

| Designation           | Part No. |
|-----------------------|----------|
| Interior trim remover |          |
| Interior trim remover |          |
| Tape measure          |          |
| Carpet knife          |          |
| Cutting pliers        |          |

## Removal

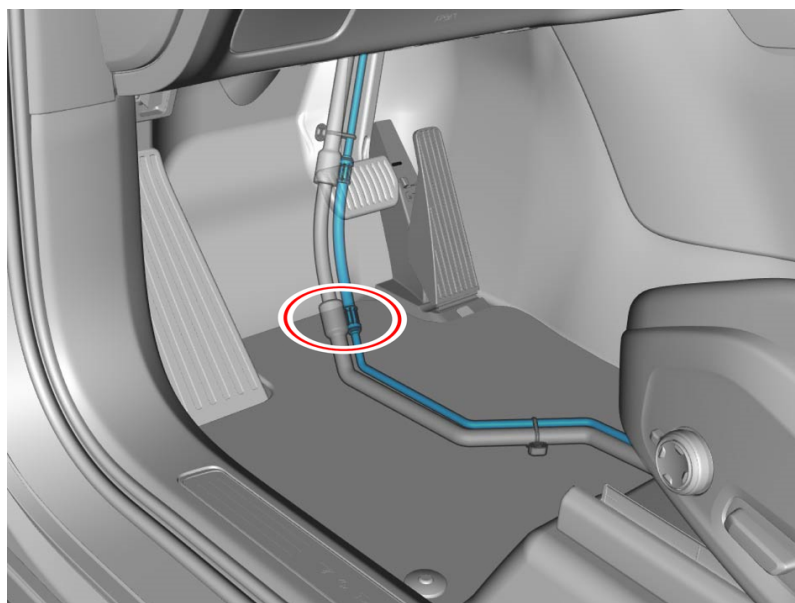
**Note! Removal steps in this procedure may contain installation details.**

## Color symbols



**Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.**

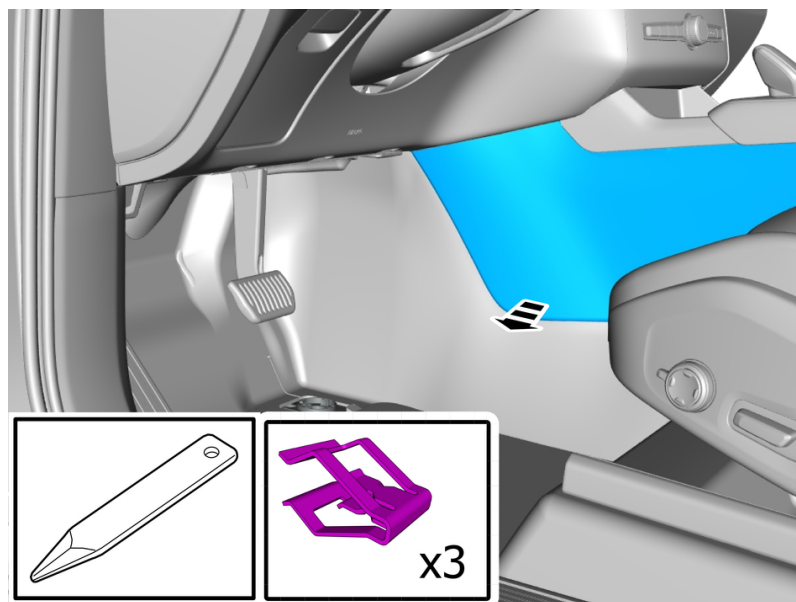
- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not fully removed from the vehicle but only hung to the side.
- 5 . Used for standard tools and special tools.
- 6 . Used as background color for vehicle components.



**Note! Orientation view**

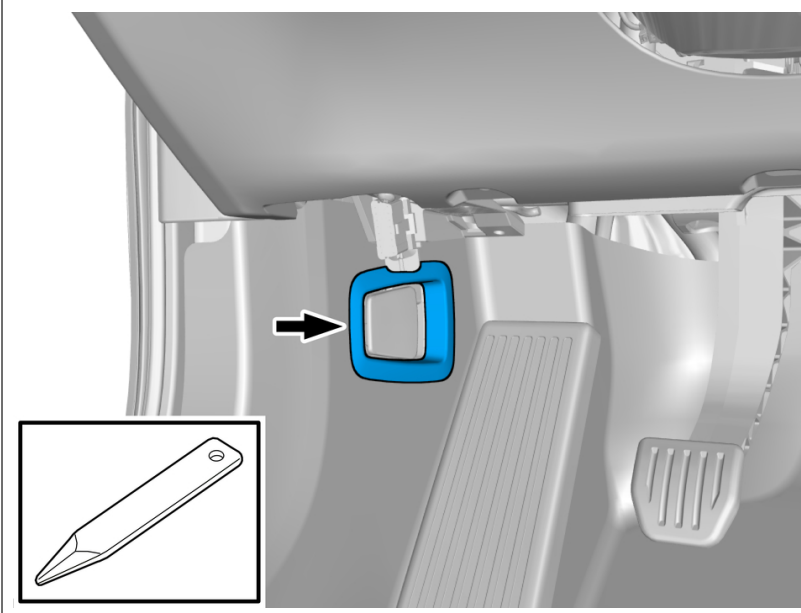
Remove the following components:

- accelerator pedal , refer to:  
Removal, replacement and installation  
2 - Engine with mountings and equipment  
27 - Engine control  
271 - gas pedal control
- left side front sill moulding , refer to:  
Removal, replacement and installation  
8 - Body and interior  
85 - Interior  
855 - other upholstery



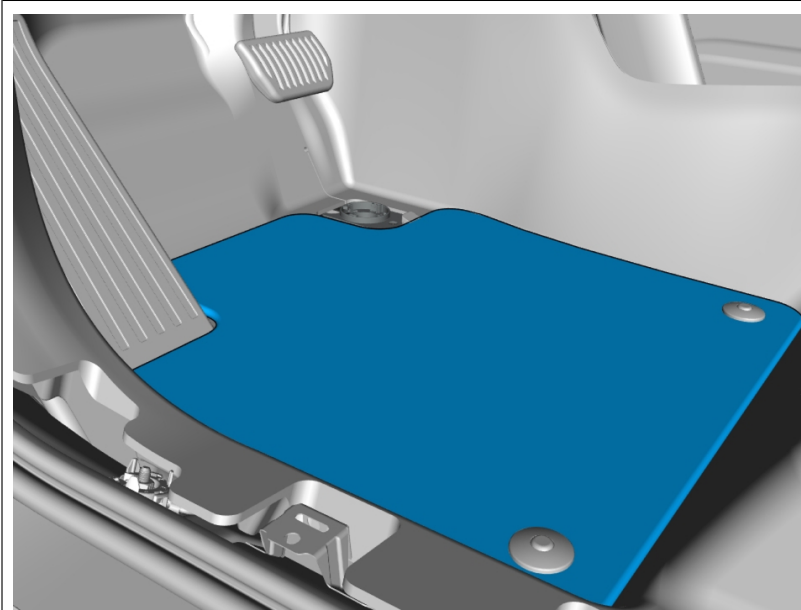
Remove the panel.

**Use:** Interior trim remover

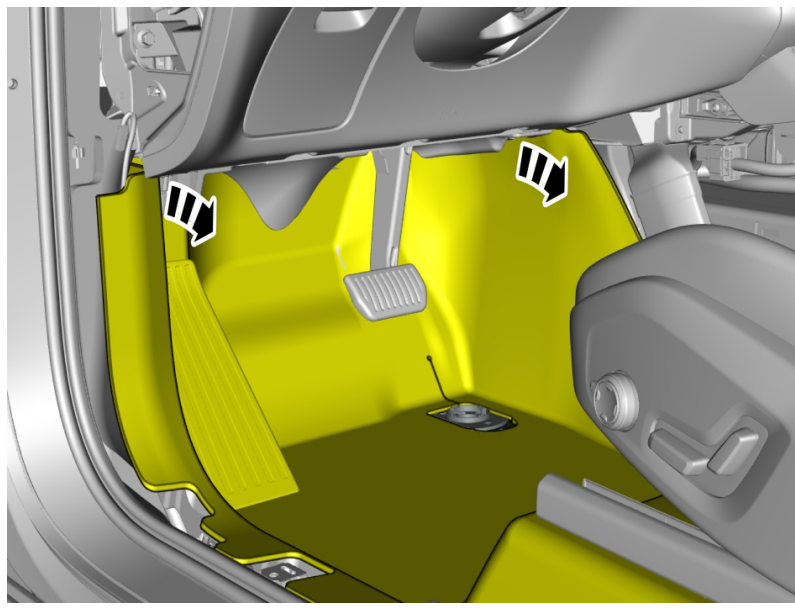


Remove the marked part.

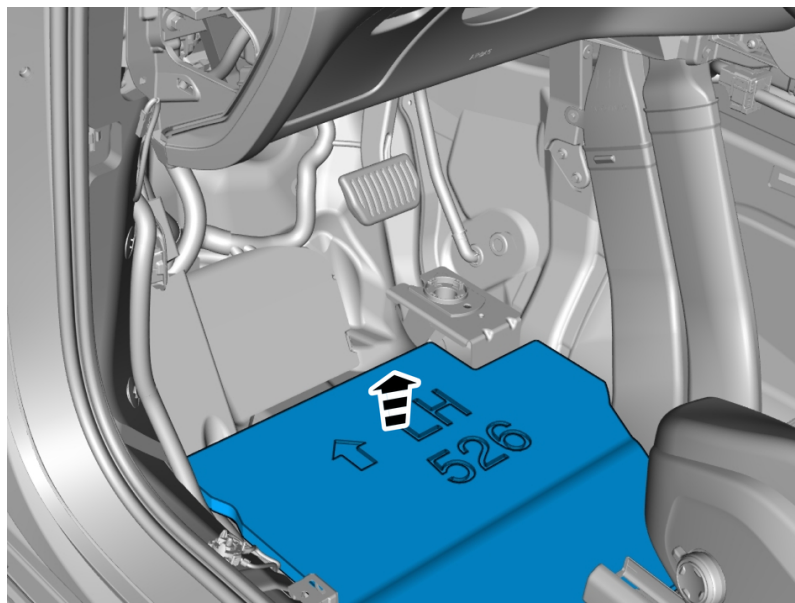
**Use:** Interior trim remover



Remove the marked part.



Loosen the marked detail.  
Fold the carpet aside.

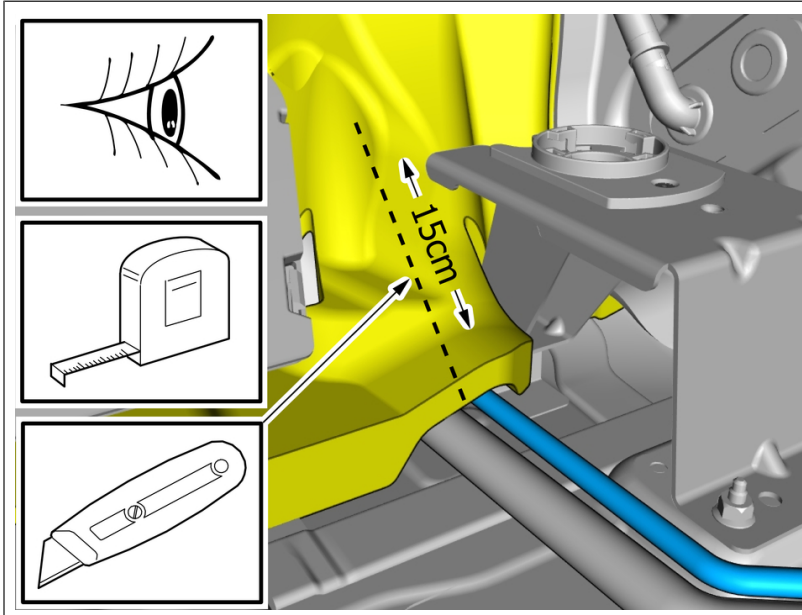


Remove the marked part.

### Adjustment

**Caution! Cut carefully to avoid unintentional damage or personal injury.**

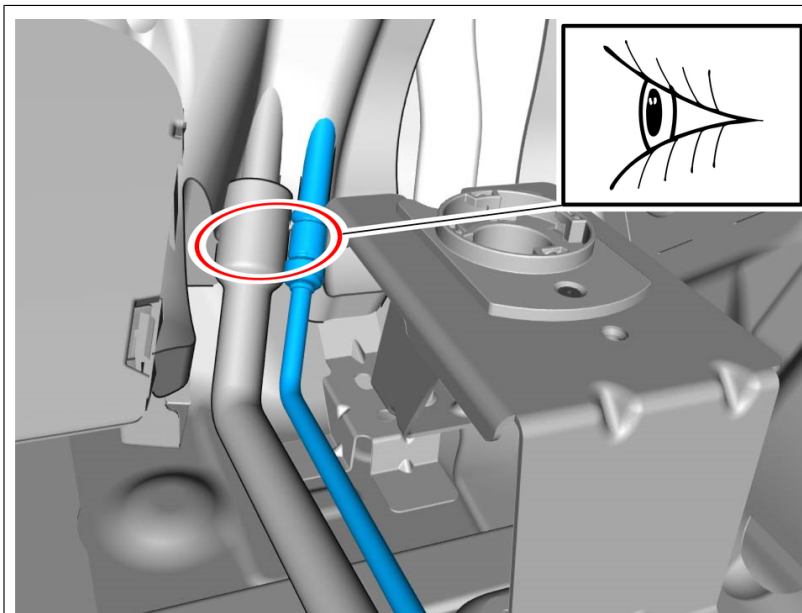
**Caution! Make sure not to damage wiring, hoses or other components.**

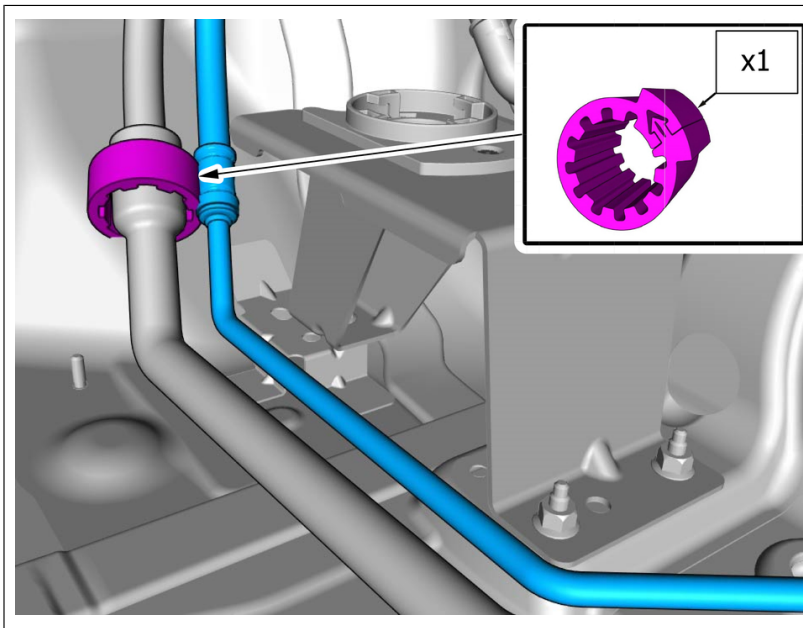
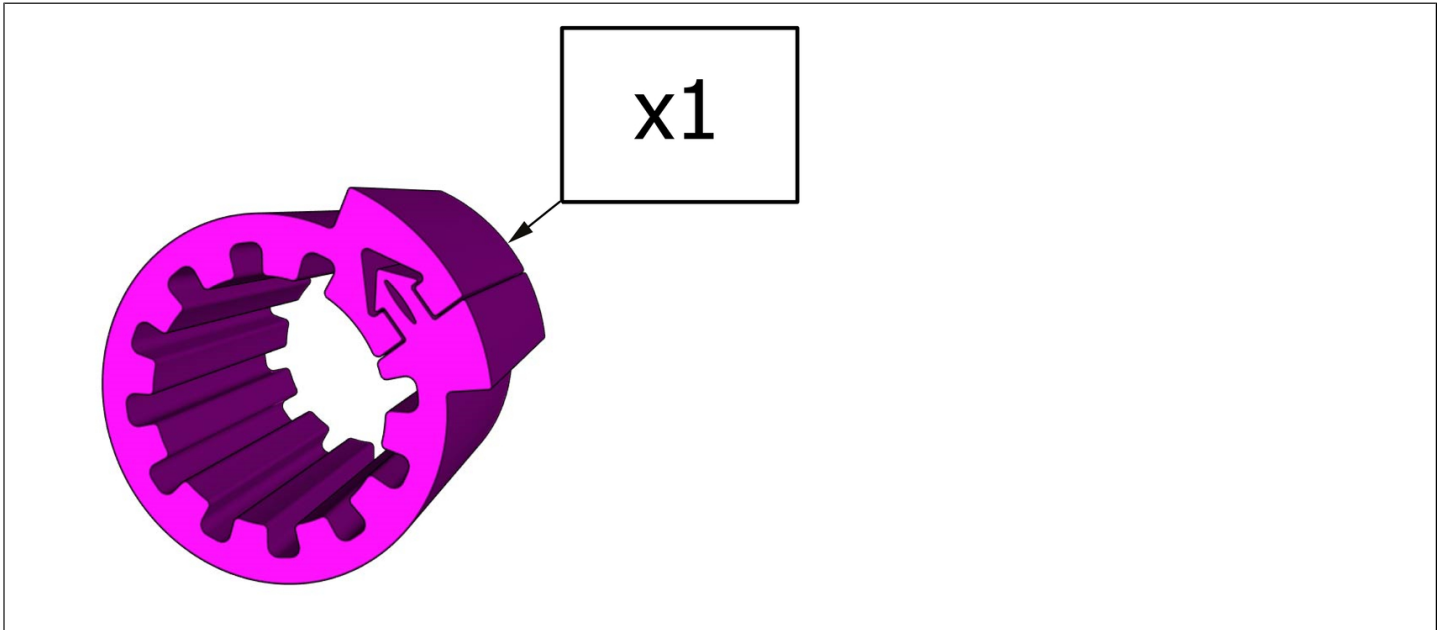


Make a cut in the insulation.  
Fold the insulation aside.

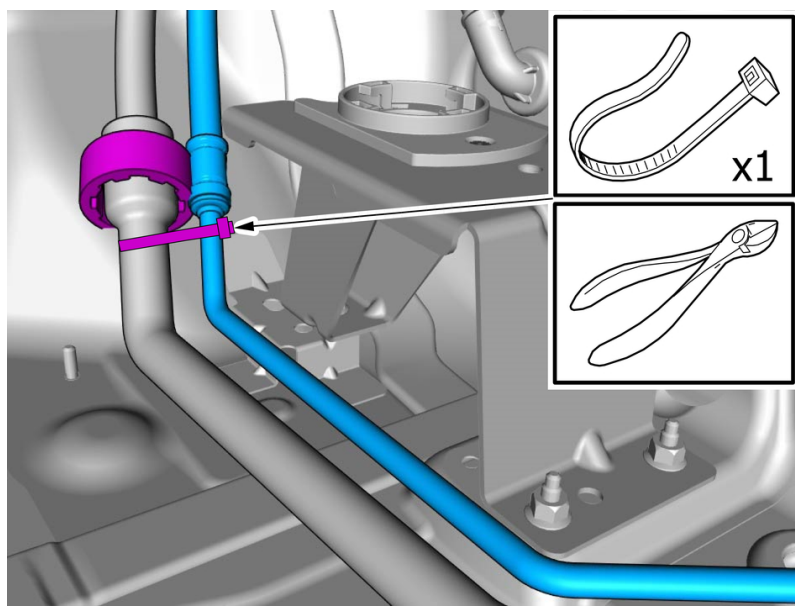
**Use:** Tape measure

**Use:** Carpet knife





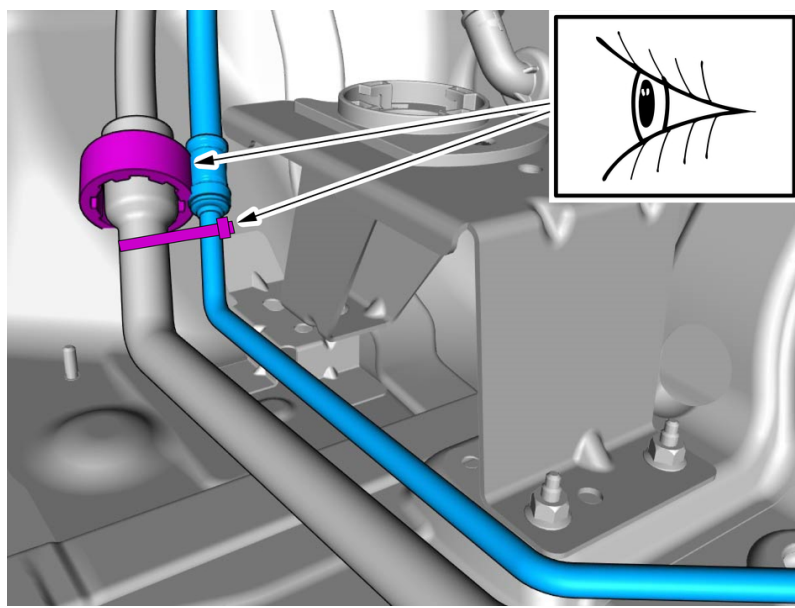
Install the marked component.



Install the marked component.

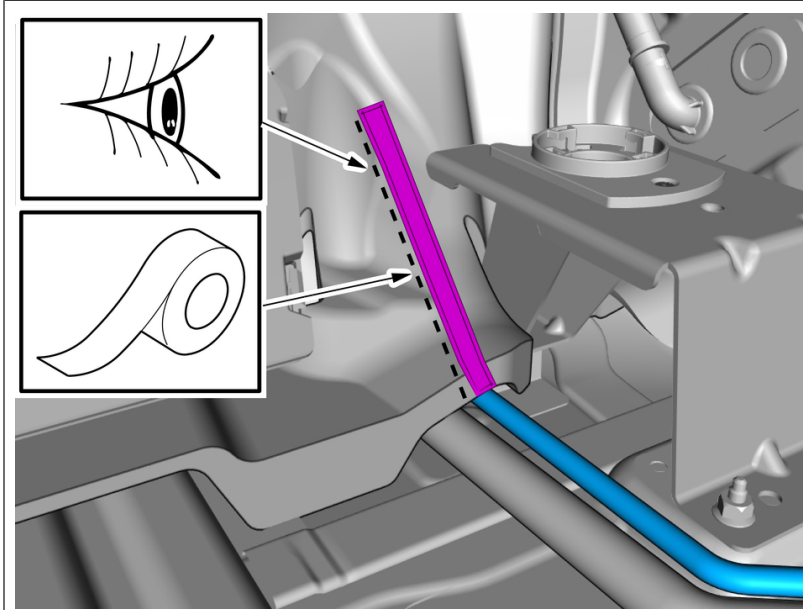
**Use:** Strip clamp , 983750

**Use:** Cutting pliers



**Caution!** Make sure that the components are positioned correctly.

### Installation



Reinstall the insulation mat.  
Apply tape.

To install, reverse the removal procedure.