

Turbo Compound Double Idler Gear Replacement

Service Category Service Department

Section Function Group 292

Technician Skill Level A

Market North America

Applicability

VOLVO

Years	Models
2025	VN, VN 4

Introduction

Volvo Trucks has determined that certain VN and VN 4 model trucks equipped with a D13 Turbo Compound (TC) engine may experience TC Double Idler Gear failure due to incorrect bearing preload. TC units within this population are suspected to be affected, which could result in failure and potential engine damage. For the affected vehicle population, please follow the instructions provided below to remove the TC unit, replace the double idler gear with a new one, and reinstall the TC unit.

Production Change Information

This bulletin applies to vehicles built within the specified production changes below.

Brand	Engine	Emission Level	Starting Build Date	Ending Build Date
Volvo	D13 TC	EM-USA21, EM-USA24	27-February-2024	10-October-2024

Warranty Information

This repair is covered by an authorized Service Program. Reimbursement is obtained through the normal claim handling process.		
Claim Type (used only when uploading from the Dealer Bus. Sys.)	B	
Main Labor Code	Description	Hours
2921-03-02-01	Turbo Compound, Replacement	Reference Impact
2925-03-05-01	Idler Gear, Double, Replacement. TC Unit Removed	0.2
Causal Part	24870422	
SCC Authorization Code	S4532	
Expiration Date	July 31, 2026	

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Part order instructions

The Double Idler Gear is on parts hold and the only way it can be secured is through the new Campaign Order form found on TDP and Parts LinQ. Please see the detailed instructions below for how to complete the parts form and submit.

Campaign Order Request Form:

Step1: Access the Campaign Order Entry Form on TDP

- Navigate to TDP under the Forms tab
- Or access via Parts LinQ under the Link tab

Step2: Complete the Required Form Fields.

Fill out all mandatory fields, including:

- Dealer Code
- Email Address
- Campaign Reference Number
- Purchase Number (PO) Number
- Vehicle Identification Numbers (VINs)

Note: Up to 10 VINs can be submitted per request form.

Step3: Submit the Form.

Once all the fields are completed, submit the form.

Step4: Order Processing.

Upon receipt, the Campaign Team will:

- Enter the campaign order into the system for all eligible parts tied to the campaign
- Email the dealer with a Case Number and Order Number for reference and tracking

Step5: Order Tracking and Support

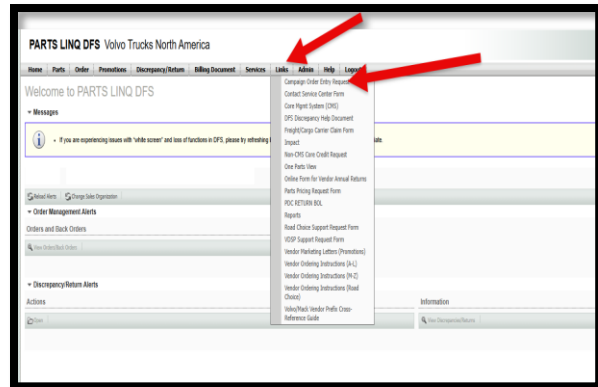
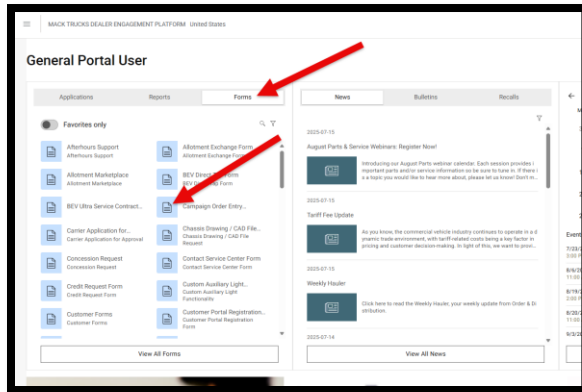
Dealers can monitor order status directly in Parts LinQ using the provided Order Number.

For any questions regarding:

- How to properly complete or submit the request form
- Order status inquiries

Please contact SCcampaign@volvo.com

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Repair Procedure

1. Secure the vehicle for service.
2. Remove the TC unit from the engine following the first half of operation (**2921-03-02-01 Turbo compound, Replacement**) in Impact.
3. Replace the TC Idler Gear following operation (**2925-03-05-01 Idler Gear, Double, Replacement**) in Impact.
4. Install the repaired TC unit back on the engine following the second half of operation (**2921-03-02-01 Turbo compound, Replacement**) in Impact.
5. After repair is complete return the truck to service.