

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Hood Hard to Close		Ref. No. TJ 36902.1.0	
Issuer (Dept.) Technical Service		Issue Date 10/24/25	Status Date 10/31/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 8213	
Function Description Catch		Page Page 1 of 4	

Attachment

File Name	File Size
TJ_36902_1.mp4	3.5954 MB
TJ_36902_1.jpg	0.0868 MB
TJ_36902_2.jpg	0.0657 MB

DESCRIPTION:

If customer complains of the hood being hard to close or "Open Hood" DIM message, please follow advice under "service".

CSC Customer Symptom Codes

Code	Description
WI	Hood/Hard/impossible to close

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952

SERVICE:

Before replacing any parts, follow the instruction below.

1. Adjust the hood (see attachment TJ_36902_1.mp4). Close and open a few times (2-3 attempts) to make sure the hood is properly latching. Make sure to check the bump stop after adjustment, so there is no gap between hood and bump stop (should have contact but not pressed against).
2. Check the latch of the hood after adjustment. As reference picture shows (TJ_36902_1.jpg), the screw should stick out on the other side.
3. If this doesn't solve the issue, replace the part.

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Please inform the customer of the proper way of closing the hood, see attachment as reference (TJ_36902_2.jpg).

Abbreviations:

DIM - Driver Information Module

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.

Please note that fault tracing is not eligible for separate reimbursement under this TJ. Any fault tracing VST operation numbers will be rejected.

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

VST Operation Number

VST Operation Number	Description
98801-2	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 not needed", use function group 8213.

To view TJ attachments continue to next page. This TJ has two attachments and one video file.



