

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title REQUEST: Window / Glass panel - Cracked/Chipped/Distorted		Ref. No. TJ 28874.7.0	
Issuer (Dept.) Technical Service		Issue Date 11/19/25	Status Date 12/8/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 8400	
Function Description Outside trim parts, glass, sealing mould		Page Page 1 of 3	

Attachment

File Name	File Size
TJ28874.pdf	0.1920 MB

Rows beginning with * are modified

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

DESCRIPTION:

*More vehicle types have been added.

If detected during Pre-delivery inspection or if customer complaints of chipped/cracked/distorted screen/glass **within 6 months in service** we request more information, follow advise under "Service".

CSC Customer Symptom Codes

Code	Description
8U	Doors/Glass broken/chipped/cracked/distorted/Rear side door
Q5	Doors/Glass broken/chipped/cracked/distorted/Front side door
8P	Tailgate/trunk lid/Glass broken/chipped/cracked/distorted
8R	Rear window/Glass broken/chipped/cracked/distorted
8O	Windshield/Glass broken/chipped/cracked/distorted
17	Windshield/Glass distorted

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-9999		0000001-9999999	201835-209952
225							2019-9999		0000001-9999999	201817-209952
227							2019-9999		0000001-9999999	201846-209952
234							2017-9999		0000001-9999999	201617-209952
235							2017-9999		0000001-9999999	201624-209952

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Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
236							2017-9999		0000001-9999999	201646-209952
238							2017-9999		0000001-9999999	201646-209952
246							2018-9999		0000001-9999999	201717-209952
256							2016-2099		0000001-9999999	201505-209952
334							2026-9999		0000001-9999999	202531-209952
356							2024-9999		0000001-9999999	202417-209952
416							2024-9999		0000001-9999999	202336-209952
417							2025-9999		0000001-9999999	202509-209952
536							2018-9999		0000001-9999999	201746-209952
539							2022-9999		0000001-9999999	202139-209952

SERVICE:

When writing a TIE report, please add below information:

1. Attach pictures and/or a movie showing the issue.
 - Make sure to take the pictures before the glass is replaced.
 - Mark the affected area with for example a marker pen before taking the picture. If needed, put a piece of paper behind the glass to show the defect better.
 - Take both overview pictures and detailed pictures, to make it clear where the defect is located on the glass.
2. Attach pictures of the production labels/markings. See attachment "TJ28874.pdf" for visualization of which markings that are needed depending on which glass that are affected.
 - For the inside of the windscreen it differs from model to model which labels that are attached on the glass, so the pictures in the attachment "TJ28874.pdf" are examples. Normally they are located in the lower part of the windscreen.
3. Describe what symptom the report is about, ex. cracks, chipped, distorted.
4. Describe which repair method that was used to solve the issue.

Warranty claim info:

Screens that have not been clearly marked as described in this TJ, will be subject to claim rejection. No warranty claim is accepted for this TJ.

VEHICLE REPORT:

Yes, please submit a Vehicle Report for the service solution described in this TJ. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group **8431** windscreen / **8433** rear window / **8441** glass front door / **8443** glass rear door / **8445** window (fixed and openable).

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

TJ 28874

Front Windshield Label:
VOLVO
AGC AUTOMOTIVE
II DOT4 AS1 M282
E8 43R-010335
CZECH REPUBLIC
E 000255 20C
>PVB<
TRANSP. 70% MIN
CRXIE

HTD Label:
HTD
Part number: 32368467
Site code: CFX1B
V620 LogNA
Expiry LL Primer: 10 09 2024

Volvo Label:
VOLVO
Made in Poland P17W (AEG80) PN 31468106
Primer expiration date: 06.05.2020 Rev D1A

Rear Side Window Label:
VOLVO
AGC AUTOMOTIVE
E6 43R-00048
DOT:26 M189 AS2
CRX1H TRANSP. 70% MIN
HUNGARY
E 000292

Rear Window Label:
VOLVO
SAINT-GOBAIN SEKURIT
XI DOT617 M407 AS2
CZECH REPUBLIC
E8 43R-002907
OCP N° 0009
TRANSP. 70% MIN.
21 ...
E 000234
>PVB<