

Technical Journal

TITLE:

Creaking noise from rear body / suspension / shock absorber

REF NO: TJ 35681.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7515		ISSUE DATE: 2020-10-16	STATUS DATE: 2021-05-27
FUNC GROUP: 7612	FUNC DESC: Shock absorber, rear	Page 1 of 5	

Attachment

File Name	File Size
TJI-520181-1_1_2_en-US.pdf	0.5875 MB

DESCRIPTION:

If there is a creaking noise while driving, and the noise is coming from the rear body, like suspension or shock absorber, follow the advice under Service.

CSC Customer Symptom Codes

Code	Description
E7	Suspension/Unusual noise
WZ	Suspension/Clicking/clonking noise
8J	Shock absorption/Unusual noise

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
534							2021-2021		0000001-0014143	202007-202039

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SERVICE:

Follow attached service instruction , VCC-520181-1 and apply it on both sides.

Parts required:

Grease p/n 31437986 (US,CAN)

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, Please use following data:

VST OP number: 99921-2 General reimbursement acc. to TJ/QB

VST Operation Number

VST Operation Number	Description
99921-2	General reimbursement acc. to TJ/QB

LABOR TIME:

Labor time subject to change without notice.

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 Polestar", use function group 7612.

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



Volvo Car Customer Service

TJ Instruction VCC-520181-1

Title	Rear Shock Absorber	Page	1 (3)
Action	Product fix	Operation number:	99921-2

Issue	Date	Reason
1	2020-10	First issue

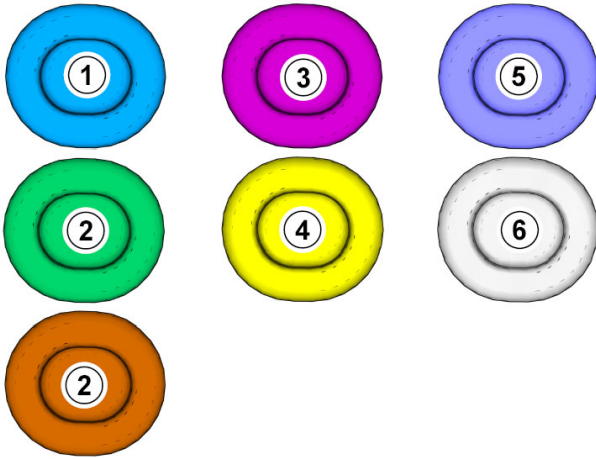
Affected vehicles

Model year	Model
2021	Polestar 2

Materials

Materials	Qty.	Part No.	Notes
Splines grease	0.1	1161748	Other markets;
Splines grease	0.1	31437986	US,CAN;

Color symbols

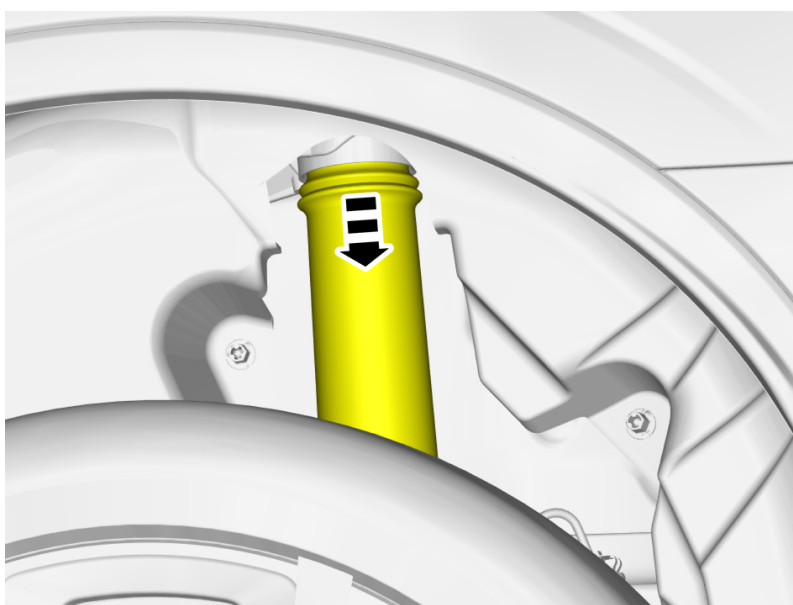


Note! This colour chart displays (in colour print and electronic version) the importance of the different colours used in the images of the method steps.

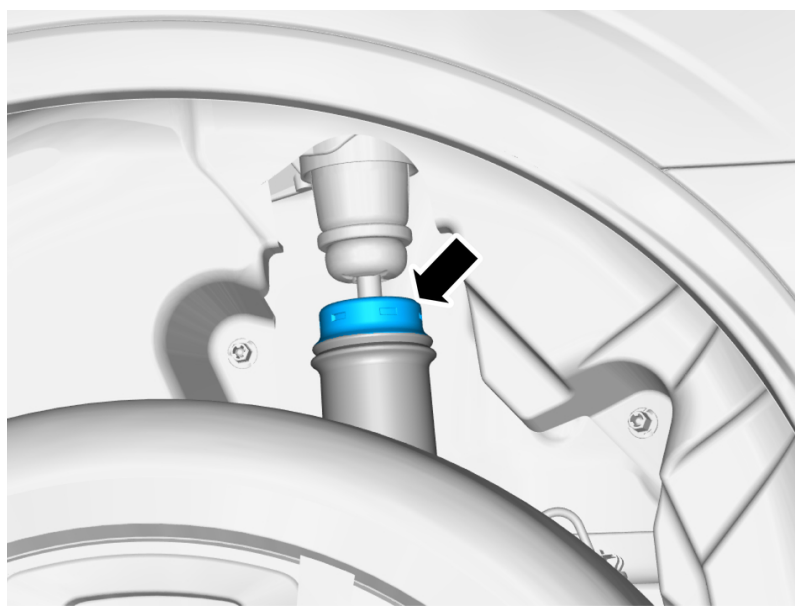
- 1 . Used for focused component, the component with which you will do something.
- 2 . Used as extra colors when you need to show or differentiate additional parts.
- 3 . Used for attachments that are to be removed/installed. May be screws, clips, connectors, etc.
- 4 . Used when the component is not 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.

See information about lifting points body , refer to:

- Specifications, mechanical
- 8 - Body and interior
- 81 - Body frame
- 810 - general



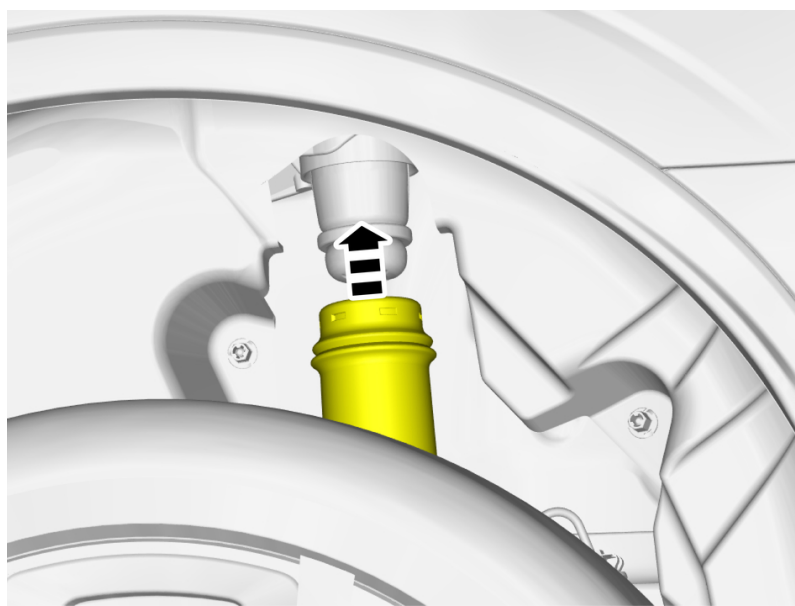
Loosen the marked detail.



Apply the stated Material on the marked surface.

Use: Splines grease , 1161748

Use: Splines grease , 31437986



Install the marked component.