

# Technical Journal

TITLE:

**Information only on Hands-Free Power Operated Tailgate**

<b>REF NO:</b> TJ 36063.1.1	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2021-10-07	<b>STATUS DATE:</b> 2021-10-11
<b>FUNC GROUP:</b> 8300	<b>FUNC DESC:</b> Doors, lids and convertible top	<b>Page 1 of 2</b>	

**“Right first time in Time”**

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 concern is that the hands-free power operated tailgate, please see information under service.

**CSC Customer Symptom Codes**

Code	Description
42	Power Operated Tailgate/Opening with foot movement does not work
4B	Power Operated Tailgate/Opening with foot movement does not work
1K	Tailgate/trunk lid/Automatic opening/closing does not work

**SERVICE:**

Due to the global semi-conductor shortage, the sensor for the hands-free function (kick sensor) of the Power Operated Tailgate/Trunklid will be temporarily removed from the MY22 XC60, S90 and V90 Cross Country.

Affected cars will not have the hands-free feature but will retain the Power Operated Tailgate/Trunklid functionality.

The supply of semi-conductors for the Power Operated Tailgate remains stable and will continue to be included as a stand-alone option per the MY22 offer structure.

The removal timing is staggered across the affected models for a total of five weeks of production for each model without the feature.

# Technical Journal 36063.1.1

**XC60** 22w36 through 22w40

**V90 Cross Country** 22w38 through 22w42

**S90** 22w40 through 22w44

## **How do I know which cars don't have this feature?**

Cars without the hands-free function will have a decal to inform you and your customers the feature is missing.

The decal should be removed by the customer after delivery and not before. Any MY22 car with the hands-free function will continue to come with a decal attached to the rear bumper to help instruct customers on how and where to kick. No price adjustment will be made.

## **Will the customer be able to receive this feature in the future?**

We are investigating the possibility to add the hands-free sensor at a later time. The ability to update will be addressed in a future communication.

We are continuously monitoring the semi-conductor situation and will keep you informed of any further changes via Product Bulletin.

## **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 8300.