

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Tailgate Doesn't Open Completely		Ref. No. TJ 37840.1.0	
Issuer (Dept.) Technical Service		Issue Date 5/7/26	Status Date 6/22/26
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA		Function Group 8346
Function Description Handle for hatch; handle for boot lid		Page Page 1 of 1	

DESCRIPTION:

If customer complains that the tailgate does not open fully, please follow advice under “service”.

CSC Customer Symptom Codes

Code	Description
9C	Tailgate/trunk lid/Manual locking/unlocking does not work
WJ	Tailgate/trunk lid/Hard to open

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256							2027-9999		-	202617-999952

SERVICE:

Do not perform any fault tracing or replace any parts, as this is a software related issue. A solution is planned to be released towards quarter 2, 2026.

As a workaround:

1. If the vehicle is locked, unlock the car first before pressing the tailgate button to open.
2. If the tailgate does not open fully after step 1, press the tailgate switch a second time to open it properly.

Warranty claim info:

No warranty claim is accepted for this 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 8346.