VOLVO CAR
SERVICE AND PARTS BUSINESS

Technical Journal

TITLE:

Car Modem (P-SIM) has no connection

REF NO: TJ 31938.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2016-12-02	STATUS DATE: 2016-12-07
FUNC GROUP: 3943	FUNC DESC: Telematics	Page 1 of 2	

"Right first time in Time"

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256							2016-2016		-	201505-201616

CSC   Customer Symptom Codes

Code	Description
ER	App/Does not work
2E	Audio other/Keypad on center console does not work
EM	Internet Connection/Does not work
52	Remote update/Does not work
KO	Wifi hotspot connection/Does not work

VST   Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
36002-3	Software control module downloading (2:nd-)

DTC   Diagnostic Trouble Codes

Rows beginning with * are modified

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

Text

DESCRIPTION:

TEM = Telematics Electronic Module
VOC = Volvo On Call
P-SIM = Personal Subscriber Identity Module
PDS = Pre Delivery Service
VIDA = Vehicle Information and Diagnostics for Aftersales

* This TJ supersedes the previous TJ 31938 dated 10/11/2016.

* The customer may intermittently experience no internet connectivity when using the Car Modem and P-SIM connection to the internet. When this happens, the customer may experience the following symptoms:

- "No connection to service" will then be shown in the Download Center.
- The WiFi hotspot may have limited or no function
- In-car apps may not work
- It will not be possible to download or upgrade any in-car Apps via the Car Modem

This symptom may occur after an Upgrade or Reload of the TEM done after week 27, 2016.

SERVICE:
* An improved TEM software has been released to remedy this issue. If a customer presents a vehicle with any of the above symptoms, please upgrade the TEM software by following the software download guidelines in TJ 31543.

After loading the software with VIDA, make sure Auto Time is selected in the Settings menu, drive the car outside and wait for the clock to update. Then shut the car off, close and lock the doors.

After 3 minutes, re-start the car and attempt to make a connection with the Car Modem.

NOTE: Vehicles built before structure week 201526 will require the TEM to be upgraded individually. TEM software is not included in the Total Upgrade, Service 2.0, or PDS packages for these vehicles so a *TEM VOC Upgrade* may show in the VIDA "Upgrades" list after performing one of these software packages. See TJ 31543 for complete details.

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 3943.