



Technical Journal

TITLE:

**Some in-car apps not working.
No connection on Wifi hotspot when using Car Modem**

REF NO: TJ 32204.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2016-12-08	STATUS DATE: 2016-12-09
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
Wifi Connection Message.jpg	0.1555 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
1XX							2015-2017		0000000-0999999	201420-999952
234							2017-2017		0000000-0999999	201617-999952
256							2016-2017		0000000-0999999	201505-999952

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
EM	Internet Connection/Does not work
KO	Wifi hotspot connection/Does not work

VST Operation Number

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:

P-SIM = Personal Subscriber Identity Module

When using the in-car modem and P-SIM connection, the following symptoms may appear:

1 - In car apps such as TuneIn and Pandora connect to the service but say "Connecting..." when trying to play music.

2 - When a device is connected to the vehicle's WiFi hotspot, it will redirect to an AT&T website such as the one in the attachment [Wifi Connection Message.jpg](#)

SERVICE:

The above symptoms are due to the data plan for the P-SIM expiring. There is no fault with the vehicle.

Details on data plan renewal can be found on the Volvo Car US support site:

http://volvo.custhelp.com/app/answers/detail/a_id/9761

Should a customer present one of the above complaints, please direct them to the support site for instructions on how to renew the data plan for the P-SIM.

NOTE: If the customer complains of symptom 1, try to connect a device to the hotspot and verify symptom 2 to be sure that the issue is with the data plan.

VEHICLE REPORT:



None required.

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



●●●○ AT&T 14:39 94%

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*Coverage not available everywhere. Always pay careful attention to the road and do not drive distracted. Wi-Fi hotspot intended for passenger use only.

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