



Technical Journal

TITLE:

Volvo On Call App connection to Sensus Connect cars failsREF NO:
TJ 29697ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2016-04-04STATUS DATE:
2016-04-08FUNC GROUP:
3975FUNC DESC:
Mobile data services, general

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“Right first time in Time”

Attachment

File Name	File Size
TJ 29697_0.jpg	0.0880 MB
TJ 29697_1.jpg	0.0876 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2015-9999		0186014-9999999	201420-999952
134							2015-9999		0297804-9999999	201420-999952
136							2015-9999		0204001-9999999	201420-999952
137							2016-9999		0000019-9999999	201524-999952
138							2015-9999		0011006-9999999	201420-999952
155							2015-9999		0178289-9999999	201420-999952
156							2015-9999		0554929-9999999	201420-999952
157							2015-9999		0000022-9999999	201450-999952

CSC Customer Symptom Codes

Code	Description
6K	Mobile applications Volvo On Call/Activation problems
6M	Mobile applications Volvo On Call/No information from the vehicle
6N	Mobile applications Volvo On Call/Other communication problems



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:

VOC = Volvo On Call

TEM = Telematics Electronic Module (also referred to as PHM- Phone Module).

When performing the connection of the Volvo On Call Mobile App to a Sensus Connect car, the setup procedure may fail due to an incorrect modem setting.

SERVICE:

Make sure that Car modem is **NOT** selected as the Internet source in the infotainment system. If it is selected, you will not be able to complete the mobile app pairing process.

For information on the My Car Internet setting views, please see attached pictures "TJ 29697_0.jpg" and "TJ 29697_1.jpg".

If there is a problem connecting the Volvo On Call Mobile App to a Sensus Connect car despite above information, the following actions may be performed that will change an incorrect *internal* PHM setting:

1. Turn ignition or engine on and remove the P-SIM card from the slot in the glove box.
2. Check My Car and Internet settings. See attached picture "TJ 29697_0.jpg". Please change the setting from "None" to "Car modem".
3. Let the system start to search and then change the setting back to "None".
4. Turn ignition and/or engine off and close and lock the vehicle. Wait one minute.
5. Unlock the vehicle and make a new attempt to connect the Volvo On Call Mobile App to the car with the ignition turned on.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Connectivity Report" and sub concern area "Support needed", use function group 3975.

To view TJ attachment continue to next page. This TJ has two attachments.

