



Technical Journal

TITLE:

Volvo On Call Service Required message and DTC B116F09REF NO:
TJ 31462ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2016-04-06STATUS DATE:
2016-04-12FUNC GROUP:
3943FUNC DESC:
Telematics

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“Right first time in Time”

Attachment

File Name	File Size
TJ 31462 .jpg	0.0889 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
135							2015-9999		0312007-9999999	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
IV	Text window and warning symbol/Text message
6K	Mobile applications Volvo On Call/Activation problems
6N	Mobile applications Volvo On Call/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work



VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading.
39405-2	Control unit / phone module replace

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
PHM	B116F09	Permanent
PHM	B116F09	Intermittent

Text

DESCRIPTION:

VOC = Volvo On Call

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

If a customer should complain of a “Volvo On Call Service Required” message and the DTC PHM-B116F09 is set intermittently or permanent in the TEM3G module, please follow the below instruction under **SERVICE**.

SERVICE:

The following actions should be performed to prevent DTC PHM-B116F09 to be set by an incorrect internal PHM setting:

1. Erase the present DTC PHM-B116F09 if possible.
2. Turn ignition or engine on and remove the P-SIM card from the slot in the glove box (if present)
3. Check My Car and Internet settings. See attached picture “TJ 31462.jpg”. Please change the setting from “None” to “Car modem”.
4. Let the system start to search and then change the setting back to “None”.
5. Turn ignition and/or engine OFF and close and lock the vehicle. Wait at least one minute.
6. Read out DTC's with VIDA
7. If DTC PHM-B116F09 is not in the DTC list, the symptom should be considered solved.
8. If DTC PHM-B116F09 is read out as permanent, the PHM/TEM unit will need to be replaced in accordance with VIDA instructions.

The PSIM can be re-installed at any time after the procedure has been performed.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ results in a TEM replacement. Use concern area “Vehicle Report” and sub concern area “Support not needed”, use function group 3943.

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

