



Technical Journal

TITLE:

Low Battery Message, Engine Remote Start inop, flat 12V battery

REF NO: TJ 32288.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-01-14	STATUS DATE: 2017-01-18
FUNC GROUP: 3000	FUNC DESC: electric power supply; lighting; instrum	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
234							2017-2017		0000000-0011794	201617-201645
256							2017-2017		0105000-0151792	201617-201645

CSC Customer Symptom Codes

Code	Description
LM	Battery/Dead battery
LN	Battery/Weak or low electrical power
EF	Engine Remote Start (ERS)/Does not work
6J	Text window and warning symbol/Low battery
6M	Mobile applications Volvo On Call/No information from the vehicle
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



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:

VCM = Vehicle Connectivity Module

PDS = Pre-Delivery Service

DIM = Driver Information Module

SP = Software Product

VIDA = Vehicle Information and Diagnostics for Aftersales

After receiving the most recent VCM software (via Total Upgrade, PDS, etc.) a MY 2017 vehicle listed above may experience any of the following symptoms:

- Engine Remote Start (ERS) or other features may not function from the Volvo On Call mobile app
- A Low Battery warning may appear in the DIM if the vehicle is not started for several days
- The vehicle's 12V battery may go completely flat after an extended period of inactivity (3+ days)

SERVICE:

The most recent VCM software release can cause any or all of the above symptoms.

The current solution is to return the VCM to its previous software status by following the procedure below:

1. Perform a *Total Upgrade* according to TJ 31543 to bring all vehicle nodes to the latest software status. The *Upgrades* list in VIDA should be empty before proceeding.
2. Download the appropriate SP below to bring the VCM back to the previous software version

XC90: SP 31676890, VCM SW 16W24 STATUS

S90: SP 31676891, VCM SW 16W24 STATUS

3. Close and lock the vehicle for 3+ minutes to allow the network to shut down before testing ERS.

PLEASE NOTE

- **DO NOT perform a *Total Upgrade* or *VCM Upgrade* after performing this procedure (they will now appear in the *Upgrades* list). Doing so will re-install the affected software.**
- Not all battery drains are caused by this issue.

Updates to the most recent VCM software are being tested and will be available soon.

This TJ will be updated when the updated software becomes available.

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 needed", use function group 3000.