



Technical Journal

TITLE:

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

REF NO:
TJ 32288.1.3

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Car USA

ISSUE DATE:
2017-02-13

STATUS DATE:
2017-02-14

FUNC GROUP:
3000

FUNC DESC:
**electric power supply; lighting;
instrum**

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“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		-	201617-999952
235							2017-2017		-	201624-999952
236							2017-2017		-	201646-999952
256							2017-2017		-	201617-999952

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:

***This TJ supersedes the previous TJ 32288 dated 01/26/2017**

VCM = Vehicle Connectivity Module

PDS = Pre-Delivery Service

DIM = Driver Information Module

VIDA = Vehicle Information and Diagnostics for Aftersales

* New repair method under Service

* Types 235 and 236 added

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 previous VCM software release can cause any or all of the above symptoms.

* To repair these symptoms and prevent them from re-occurring, perform a *Total Upgrade* according to TJ 31543 which will contain an upgrade to the VCM software.

* Perform a short road test (>20mph) after the VIDA session to release the VCM from diagnostic mode.

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.