



# Service Product Journal

TITLE:

**Network card Intel I219-LM causing communication problems with XC90/S90/V90**

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**“Right first time in Time”**

## Attachment

File Name	File Size
HowToCheckEthernetAdapter.png	0.0444 MB

## Background:

We have verified from internal testing and also from market feedback that we have a problem sending some communication requests such as “RESET” from VIDA to vehicle on computers equipped with the **Intel I219-LM Network card**.

When VIDA sends certain requests to the vehicle, the network card will stop communicating.

Example of symptoms when this happens:

- VIDA will give a readout error during “Connect” / Diagnostic readout (Only applies to XC90)
- Software Download will not work, it will give out connection errors.
- Pressing the “Reset” button in “Advanced Test” window, will end up disconnecting the vehicle from VIDA.

This network card has so far only been seen in Laptops and not on desktop computers.

This has been confirmed to be some kind of hardware / driver related problem and not directly caused by VIDA.



**Temporary solution:**

Instead of connecting to the car using the network card, use a USB to Ethernet adapter instead.

We have verified several times that upgrading from Windows 7 to Windows 10 can also solve this problem.

**Final Solution:**

NA

