



Technical Journal

TITLE:

Workaround to improve software download success

REF NO: TJ 31862.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-07-06	STATUS DATE: 2017-07-06
FUNC GROUP: 3000	FUNC DESC: electric power supply; lighting; instrum	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
Attachment_TJ 31862.jpg	0.0704 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017		-	201617-201739
235							2017-2018		-	201617-201739
236							2017-2018		-	201617-201739
238							2018-2018		-	201646-201739
246							2018-2018		-	201717-201739
256							2016-2018		-	201505-201739

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
1C	Service/repair/Administrative and Factory scheduled maintenance

VST Operation Number

DTC Diagnostic Trouble Codes



Text

DESCRIPTION:

VCM = Vehicle Connectivity Module

CEM = Central Electronic Module

After a software download, it may happen that the car is going into “deep-sleep” directly after the software has been downloaded.

When this happens, no diagnostic scripts will run and no confirmation of the downloaded data will be sent to the central server.

This is due to communication issue between VCM and CEM after a reset is sent to the car.

SERVICE:

To prevent car from going into “deep-sleep”, switch on the parking lamps prior to start of the software download (lighting stalk position “2” - see attachment) .

This will make the car stay “awake” and all scripts will be run, and confirmation of the download will be sent to the central servers.

A new VCM software is planned to be released week 40 2017 which prevents “deep-sleep” after reset.

**NOTE: DO NOT FORGET TO SWITCH OFF THE PARKING LIGHTS AFTER
DOWNLOADING IS COMPLETED!
HAVING THE LIGHTS ON WILL CAUSE BATTERY DRAIN.
BE SURE TO SWITCH THEM TO OFF OR AUTO DEPENDING ON CUSTOMER’S SETTING
BEFOREHAND**

VEHICLE REPORT:

N/A

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



TJ 31862