VOLVO CAR
SERVICE AND PARTS BUSINESS

Technical Journal

TITLE:

No VIDA communication with vehicle

REF NO: **TJ 34165.1.0**	ISSUING DEPARTMENT: **Technical Service**	CAR MARKET: **United States and Canada**	
PARTNER: **3 US 7510 Volvo Car USA**		ISSUE DATE: **2018-11-28**	STATUS DATE: **2018-12-04**
FUNC GROUP: **3975**	FUNC DESC: **Mobile data services, general**	**Page 1 of 5**	

"Right first time in Time"

Attachment

File Name	File Size
TJ 34165_2.jpg	0.1261 MB
TJ34165.JPEG	0.1450 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
2XX							2016-8999		-	201505-999952
5XX							2019-9999		-	201746-999952

CSC   Customer Symptom Codes

Code	Description
22	Diagnostic communication/Wired diagnostic connection to vehicle does not work
23	Diagnostic communication/WiFi diagnostic connection to vehicle does not work
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work

VST   Operation Number

DTC   Diagnostic Trouble Codes

Text

DESCRIPTION:
VCM = Vehicle Connectivity Module
OBD = On Board Diagnostics
DiCE = Diagnostic Communication Equipment
VOE = Vehicle Over Ethernet
CAN = Controller Area Network

This TJ serves as a guide with steps to follow if it is not possible to connect the car to VIDA via OBD connector with an ethernet cable, please see advice under "Service".

SERVICE:
Please follow this instruction if there is a problem connecting a car to VIDA.

Inspect the OBD connector and VOE adapter pins and terminals for damage. Also check that the terminals on the vehicle's OBD socket have adequate tension (recommend using terminal probe kit 9513036).

If the pins appear okay, please try to connect with another known working ethernet cable, VOE adapter and computer.

If it is still not possible to communicate with the car, the VCM may be in a "blocked" mode. Some VCM's can be restored with DiCE and VIDA by following the steps below:

1. Connect the car to VIDA using DICE.

2. The DiCE interface LED should be lit up on the unit.

3. If the VIN number is received by VIDA and a connection is established using DiCE, try to reset the VCM in the Advanced Test menu and toggling Programming Mode <u>On</u> and <u>Off</u> (See attached <u>TJ34165.JPEG</u>)

4. Disconnect the DiCE and attempt to connect VIDA using the Ethernet/VOE adapter.

5. If communication is still not possible with the Ethernet cable, remove & re-install fuse CF35 OR perform a battery reset to power-reset the VCM.

6. If there is still no connection between the car and VIDA, try swapping the VCM with a known good VCM from a donor car to see if communication is possible. It is only necessary to plug in the donor VCM to the problem vehicle: **Do NOT reload the donor VCM.**

   - If communication is restored using the donor unit and communication is not possible with the original, the VCM should be replaced according to VIDA instructions.

7. If there is no communication with the swapped VCM, please check the wiring between the OBD connector and VCM for shorts/opens. (See VIDA wiring diagram for Diagnostic CAN/Diagnostic Socket, OBD II).

If none of the above steps help to restore communication to the vehicle, please submit a TIE report according to instructions under Vehicle Report.
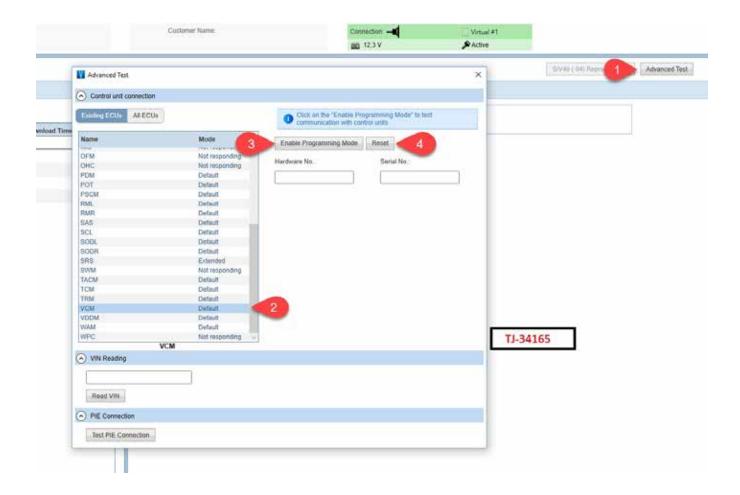
VEHICLE REPORT:

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 3975.

Please attach VIDA Diagnostic logs to the Vehicle Report (see attachment TJ 34165_2.jpg for description of which files are needed).

To view TJ attachments continue to next page. This TJ has two attachments.
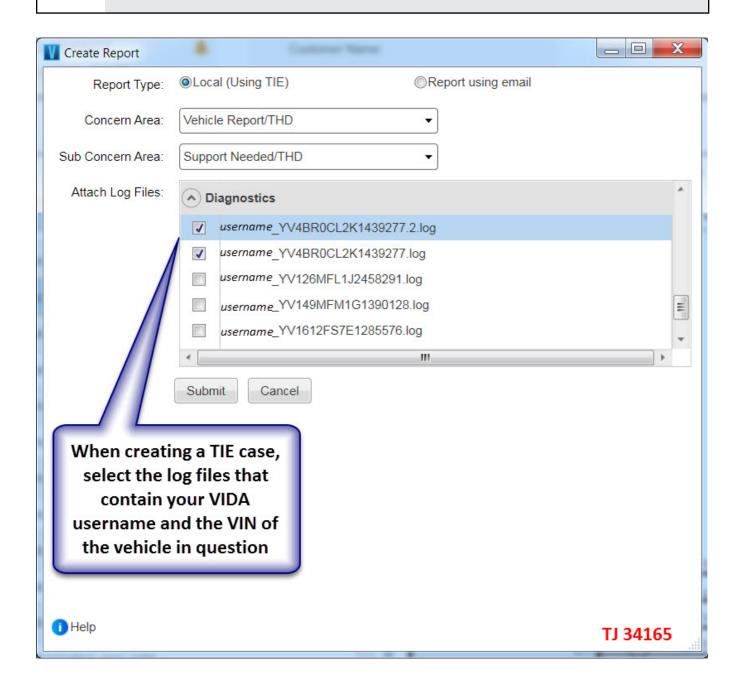
V Create Report

Report Type: ⦿ Local (Using TIE)   ○ Report using email

Concern Area: Vehicle Report/THD ▼

Sub Concern Area: Support Needed/THD ▼

Attach Log Files:

∧ **Diagnostics**

☑ *username*_YV4BR0CL2K1439277.2.log

☑ *username*_YV4BR0CL2K1439277.log

☐ *username*_YV126MFL1J2458291.log

☐ *username*_YV149MFM1G1390128.log

☐ *username*_YV1612FS7E1285576.log

Submit   Cancel

When creating a TIE case, select the log files that contain your VIDA username and the VIN of the vehicle in question

ⓘ Help

TJ 34165