



Technical Journal

TITLE:

No Internet Connection With Car Modem/"SIM Card Not Inserted" message

REF NO: TJ 33633.1.2	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-03-20	STATUS DATE: 2018-03-26
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 8	

"Right first time in Time"

Attachment

File Name	File Size
TJ 33633_1(SPA).jpg	0.0828 MB
TJ 33633_2 (SPA).jpg	0.0726 MB
TJ 33633_3 (P3).jpg	0.0710 MB
TJ 33633_4 (P3).jpg	0.0772 MB
TJ 33633_Locked Profile.jpg	0.0851 MB
TJ 33633_No SIM.jpg	0.0481 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
1XX							2015-2018		-	201420-999952
2XX							2016-9999		-	201505-999952
5XX							2019-9999		-	201746-999952



CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
EM	Internet Connection/Does not work
6K	Mobile applications Volvo On Call/Activation problems
6M	Mobile applications Volvo On Call/No information from the vehicle
6N	Mobile applications Volvo On Call/Other communication problems
52	Remote update/Does not work
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work
KO	Wifi hotspot connection/Does not work

VST Operation Number

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:

SPA = Scalable Product Architecture

SIM = Subscriber Identity Module

On Friday, 3/16/2018 there was an AT&T programming change sent to our vehicles that effected some of our vehicles' connectivity services.

As a result, the customer may experience a loss of internet connectivity with the WiFi hotspot and/or in-car apps. Additionally, certain functions of the Volvo On-Call mobile app may not function (i.e., Engine Remote Start or Remote Door Lock/Unlock.)

In SPA cars, the globe icon in the top left-hand corner of the screen will have a slash through it. TJ 33633_1(SPA).jpg

In Legacy (P3) cars equipped with Sensus Connect, the internet SIM card icon will show in the top right-hand corner of the screen with constantly rotating yellow arrows: TJ 33633_3 (P3).jpg

The SOS and On Call buttons as well as all other Volvo On-Call emergency features are not affected

To restore functionality, follow the instructions under Service.



SERVICE:

In order to restore the connectivity functions, the “Roaming” function must be activated in the vehicle menus.

For SPA cars, this can be found in the Vehicle Modem Internet menu under “Network”:
TJ 33633_1(SPA).jpg and TJ 33633_2 (SPA).jpg

For P3 cars, the option can be found in the “Internet Settings >> Car Modem” menu:
TJ 33633_4 (P3).jpg

Once the selection has been made, turn off the ignition, close and lock the car for 60 seconds and then re-start to check functionality.

Once the connection is restored, the “Roaming” option can be turned off again if desired. Enabling the “Roaming” setting will NOT affect the customer’s data charges.

*If a message pop-up appears indicating “SIM Card Not Inserted” (TJ 33633_No SIM.jpg) click OK to ignore the message and then go into the “Communications >> Vehicle Modem Internet” menu and re-activate the Vehicle Modem Internet.

This message appears as a consequence of the SIM programming being reset by AT&T and **does not indicate a fault with the SIM card or reader**. If the connection is not restored, wait 5 minutes and try to re-enable the Vehicle Modem again.

*On SPA cars, if a Driver Profile is being used by the customer and it is set to “Protected”, the settings must be saved by going into the Driver Profile settings menu and clicking “Save current settings to the profile”: TJ 33633_Locked Profile.jpg. **Failure to check this setting could result in the customer returning with the same issue.**

VEHICLE REPORT:

Yes. If the solution provided in this TJ has no effect please submit a *Connectivity* report. Use Concern Area Connectivity and Sub-Concern Area *Support Needed*. Please use Function Group 3970.

To view TJ attachments continue to next page. This TJ has 6 attachments.









