



# Technical Journal

TITLE:

**Software download problem - "PSCM failed to enter programming session"**

<b>REF NO:</b> TJ 33552.2.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2018-08-06	<b>STATUS DATE:</b> 2018-08-08
<b>FUNC GROUP:</b> 3648	<b>FUNC DESC:</b> Software	Page 1 of 3	

"Right first time in Time"

## Attachment

File Name	File Size
PSCM prog msg.png	0.3248 MB

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536							2019-2019		0000001-9999999	201746-201846

## CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed

## 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:**

When downloading large package software (PDS upgrade, Total Upgrade or Service 2.0), a message may occur stating “PSCM failed to enter programming session” (see attached screenshot).

**SERVICE:**

If message occurs in VIDA, press and hold the start button for at least 7 seconds, to get the vehicle into usage mode “active” and reattempt the software upgrade.

To avoid the fault, set the vehicle to usage mode “active” before start of download, by pressing and holding the start button for at least 7 seconds.

If the message still occurs download a PSCM Upgrade, part number 32221476. Once the PSCM upgrade completes refresh the software list in VIDA and reattempt the large package software download (PDS upgrade, Total Upgrade or Service 2.0).

PDS - Pre Delivery Service

PSCM - Power Steering Control Module

VIDA - Vehicle Information and Diagnostics for Aftersales

**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 3648.

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



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VIDA Daniel Young

Home XC40, 2019A, B42041E8... x

Planning Diagnostics Software Information

VIN: YV4162X29K2000000 Customer Name: Connection: ++ P2P 14.3 V Active

Model/Year/C: XC40, 2019A, 000000

Purchase Software Download Software Advanced Test

Download Queue Download History

Order ID	Order Date	Order Status
5965910678290705372		Available

Selected Parts

Part Number	Description	Comments	Size (kB)	Download
31070057	Service 2.0 upgrade		191143	56

Information

Downloading software  
[PSCM] failed to enter programming session

Ok

Order Details

VIN	YV4162X29K2000000
Order reference	
Control modules to be loaded	ASDM, AUD, CCM, CEM, CSD, DDM, DEM, DIM, IH
Size	196.7 MB