



Technical Journal

TITLE:

Unwanted call(s) come in through Volvo On Call systemREF NO:
TJ 30816.2.0ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2018-08-13STATUS DATE:
2018-08-21FUNC GROUP:
3943FUNC DESC:
Telematics

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“Right first time in Time”

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256							2016-2016		0000560-0043390	201505-201545

CSC Customer Symptom Codes

Code	Description
JG	Volvo On Call/Other Volvo On Call problems

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading.

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:**

TEM = Telematics Module

SIM = Subscriber Identity Module

DIM = Driver Information Module

Unwanted phone calls may be received by the car's integrated Volvo On Call (VOC) system. Calls may be coming from marketing companies or similar. This may happen if someone is calling the number of the built-in SIM.

Modified TEM software has been released to block any unwanted phone calls when no Volvo On Call service is active.

The improved software is in production as of 2015w46.

NOTE: If the vehicle should receive a call while parked, it could cause a Low Battery Voltage warning message on the DIM at the next startup as the incoming call wakes up the vehicle's electrical system for a period of time.

SERVICE:

* If the above symptom(s) should occur, please perform a Total Upgrade in accordance with TJ 31543. (The improved TEM software is included in the Total Upgrade.)

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the solution provided has no effect.

Use concern area "Vehicle Report" and sub concern area "Support Not Needed", use function group 3943.