



# Technical Journal

TITLE:

**In-Car Application Download Problems**

<b>REF NO:</b> TJ 34384.1.1	<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> 2018-12-12	<b>STATUS DATE:</b> 2018-12-13
<b>FUNC GROUP:</b> 3975	<b>FUNC DESC:</b> Mobile data services, general	Page 1 of 2	

“Right first time in Time”

## Attachment

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2019	70	0000448-0000774	201835-201838

## CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
EM	Internet Connection/Does not work

## 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:**

If there is a problem when downloading in-car applications such as TuneIn, Spotify, Weather etc., to the car or if it is not possible to connect the vehicle to the internet please follow advice under “Service”.

There was an error in production where the certificates for the VCM were not correctly sent from the factory to the Sensus cloud.

VCM = Vehicle Connectivity Module

**SERVICE:**

Please download “Change market certificate” Software Product (SP) 31493710.

**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.