



Technical Journal

TITLE:

SiriusXM Travel Link service cannot be activated

REF NO: TJ 33646.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-03-23	STATUS DATE: 2018-04-04
FUNC GROUP: 3970	FUNC DESC: Mobile data services	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
2XX							2018-2018		-	201717-201816

CSC Customer Symptom Codes

Code	Description
2P	Satellite radio/Does not work
2V	Technician information/Software/Vehicle communication/Not for warranty use
3L	Technician information/Repair information/Not for warranty use

VST Operation Number

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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Text

**DESCRIPTION:**

The customer may wish to activate Sirius Travel Link data services on their vehicle and when they attempt to do so, the SiriusXM call center may tell them that the vehicle is not capable of receiving this service.

This is due to an error in the vehicle data in SiriusXM's vehicle database and only affects model year 2018 vehicles listed above.

SERVICE:

The data in SiriusXM's systems must be updated.

SiriusXM and Volvo Cars are working to get this solved for all vehicles.

Until a final resolution is in place, the Technical Helpdesk can request SiriusXM to update their database for individual vehicles if a customer wishes to purchase the service. Please follow the instructions under Vehicle Report.

VEHICLE REPORT:

Create a Vehicle Report in TIE using Sub-Concern area "Support Needed" and Function Group 3900.

- Indicate that Travel Link cannot be activated in the title.
- Include the RadioID found on SiriusXM channel "0" in the vehicle's center display.

The Helpdesk will forward the information to SiriusXM so that the service can be activated on the customer's vehicle.