VOLVO CAR
SERVICE AND PARTS BUSINESS

Technical Journal

TITLE:

Incorrect "Car In Use" or "Car Unlocked" notifications in VOC mobile application

REF NO: TJ 33912.4.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2019-01-15	STATUS DATE: 2019-01-23
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
1XX							2015-2018		-	201420-999952

CSC   Customer Symptom Codes

Code	Description
6N	Mobile applications Volvo On Call/Other communication problems
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:
* Model year range corrected
* Warranty note added

VOC = Volvo On Call
TEM = Telematics Module
SP = Software Product

The customer may receive incorrect or excessive "Car in use" or "Car unlocked" push notifications in the VOC mobile app, after unlocking the car. See advice under "Service" to correct this.

SERVICE:
New software has been developed and is now available for download via "INDIVIDUAL CONFIGURATION" software in VIDA.
The new software will contain a fix for incorrect "Car in use" & "Car unlocked" notifications.

To download the software fix, download the appropriate software product to the car with VIDA:

S80/XC70: SP 31456557

S60/V60/XC60/S60i/S60CC/V60CC: SP 31493687

NOTE: The SP number needs to be manually typed into the Part Number field on the VIDA Software screen.

This software will be integrated with TEM/VOC Upgrade software at a later date. This TJ will be updated when the new software is integrated.

<u>*Warranty claim info:</u>
These software product numbers are not possible to claim in the warranty system as they are temporary *free of charge* downloads. Only the VST operation listed above along with relevant CSC's can be claimed for this TJ.

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 not needed", use function group 3970.