



Technical Journal

TITLE:

**T8 Seat/Steering Wheel Heat Inop using Remote Parking Climate
w/VOC app**

REF NO:
TJ 34494.1.0

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Car USA

ISSUE DATE:
2019-02-04

STATUS DATE:
2019-02-07

FUNC GROUP:
8737

FUNC DESC:
Control unit

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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
2XX	BC						2016-9999		0000001-0999999	201526-999952
2XX	BR						2018-9999		0000001-0999999	201717-999952

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6K	Mobile applications Volvo On Call/Activation problems
6L	Mobile applications Volvo On Call/Heater does not start
6N	Mobile applications Volvo On Call/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems

VST Operation Number

DTC Diagnostic Trouble Codes

Text

**DESCRIPTION:**

If the heated seats and/or heated steering wheel do not work when using the direct-start Parking Climate function in the Volvo On Call (VOC) mobile app, please follow advice under service.

SERVICE:

Work is underway to develop a solution for this issue.

The Parking Climate timer setting and Engine Remote Start (ERS) functions in the app are not affected.

Until a permanent solution is available, there are 2 ways to work around this issue. The customer can be advised of the following:

- Set the Parking Climate timer for at least 30 minutes in the future.
- Use the ERS function (vehicle must be unplugged from charging station).

This TJ will be updated when a permanent solution is available.

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 8737.