



Technical Journal

TITLE:

Volvo On Call Service Required, VCM Back-up battery DTC(s)

REF NO: TJ 33806.2.2	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2019-05-09	STATUS DATE: 2019-05-13
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	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
238	BC	B1BPHEV					2018-2018		-	201717-201745
238	BR	B1FPHEV					2018-2018		-	201717-201745
246	BR	B1FPHEV					2018-2018		-	201717-201745
256	BC	B1BPHEV					2017-2018		-	201617-201745

CSC Customer Symptom Codes

Code	Description
IV	Text window and warning symbol/Text message
8M	Warning lights and chimes/Other warning/chime problems
6N	Mobile applications Volvo On Call/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
39751-3	Back-up battery, (VCM) Replace
39750-2	Vehicle Connectivity Module (VCM) remove-install/replace



DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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Text

DESCRIPTION:

* Operation code for VCM remove/Install added.

VCM = Vehicle Connectivity Module

DIM = Driver Information Module

If the message “Volvo On Call Service Required “ is shown in the DIM along with stored DTC(s) VCM-U210909 and/or U210996, please follow advice under “Service”.

SERVICE:

Replace the VCM back-up battery according to VIDA instructions (Removal, Replacement, Installation section 397).

With the new back-up battery installed, perform a *Total Upgrade* according to TJ 31543. Improved VCM software that will prevent this condition is included in the *Total Upgrade*.

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 3900.