



Service Product Journal

TITLE:
VIDA VOC Access Functionality and Instruction

REF NO: 34790.1.0	ISSUING DEPARTMENT:			REFERENCE BULLETINS:	
CATEGORY: Information Products	SUBCATEGORY: Wiring Diagrams			CAR MARKET: United States and Canada	
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	ISSUE DATE: 2019-05-10	STATUS DATE: 2019-05-13
				Page 1 of 20	

“Right first time in Time”

Attachment

File Name	File Size
VIDA2015_Volvo_On_Call_348US01.pdf	0.5434 MB

Text

Attached you will find an instruction how to use the VIDA VOC Access functionality.

The same instruction is also available in a VIDA release note.

To view SPJ attachment continue to next page. This SPJ has one attachment.



VOLVO ON CALL (VOC)
FUNCTIONALITY IN VIDA
FOR AUTHORIZED VOLVO DEALERSHIPS

CONTENTS

1	THE VIEW DETAILS WINDOW.....	3
2	THE VOC SETUP STATUS WINDOW.....	6
3	HOW-TO ARTICLES.....	11
3.1	Setting up Volvo On Call.....	11
3.2	Ending and/or changing ownership for Volvo On Call.....	12
3.3	Entering/updating the vehicle license plate information for Volvo On Call.....	13
3.4	Verifying the VOC subscriber's Volvo ID.....	13
3.5	Resetting PIN code.....	13
3.6	Getting an activation code for the Telematics Module (TEM).....	14
3.7	Getting a deactivation code for the Telematics Module (TEM).....	14
3.8	Finding vehicle information for Volvo On Call from several vehicles.....	15
3.9	Changing home market for Volvo On Call.....	15
4	FAQS.....	17
4.1	Why does the customer's Volvo ID need to be entered into the Volvo On Call system?.....	17
4.2	What is the difference between the customer email and the Volvo ID?.....	17
4.3	What happens if a Volvo ID is not assigned, or if the wrong Volvo ID is assigned?.....	18
4.4	A Volvo ID cannot be found in VIDA, what is wrong?.....	18
4.5	What happens if the customer does not have a verified/confirmed Volvo ID?....	18
4.6	What is the Volvo On Call PIN code used for?.....	18
4.7	Is it possible to choose a custom PIN code for the customer?.....	18
4.8	How does the customer get the PIN code?.....	19
4.9	Why does the Telematics Module (TEM) have to be activated?.....	19
4.10	How do you know if a vehicle is equipped with a Telematics Module of model TEM2 or TEM3/TEM3G?.....	19

1 THE VIEW DETAILS WINDOW



Note

To access Volvo On Call functionality in VIDA, both the user account and the vehicle need the system function Volvo On Call. The system requires factory-installed hardware.

The following step is only accessible for users with access to a standard (full) VIDA license.

The features in this window are also accessible from the miscellaneous menu by clicking the ☰ icon in the top right corner of VIDA, followed by Volvo On Call and the tab VOC Details.

The **View Details** window is an easy way to find information related to Volvo On Call for one specific vehicle at the dealership. When a vehicle has been profiled with VIN, Volvo On Call functionality can be managed through VIDA by clicking the VIN in the vehicle information bar.

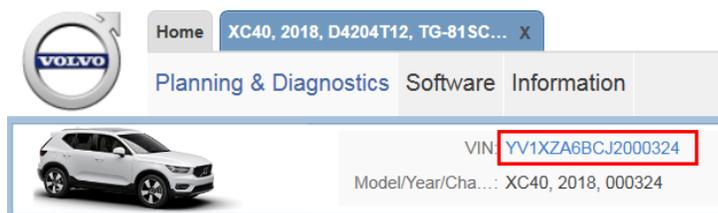


Fig. 1 Clicking the VIN (highlighted in red) in the vehicle information bar opens the View Details window

Under the tab **VOC Details**, it is possible to manage a series of tasks related to Volvo On Call for the specific VOC subscriber or vehicle, e.g. provisioning of Volvo On Call, enter or update license plate information, reset PIN code, or perform a manual activation or deactivation of the Telematics Module (TEM) in the vehicle.

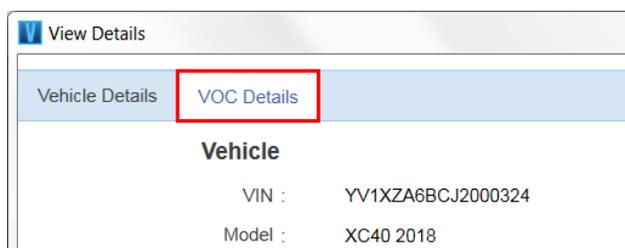


Fig. 2 The VOC Details view, in the View Details window

The screenshot shows a web application window titled "View Details" with two tabs: "Vehicle Details" and "VOC Details". The "VOC Details" tab is active. It contains several sections:

- Vehicle:** Includes fields for VIN (YV1XZA6BCJ2000324), Model (XC40 2018), Market (SE), License Plate in VIDA, and License Plate in VOC (with an "Update" button).
- Volvo On Call:** Includes Provisioning status, Customer PIN Sent (No), and a "Reset PIN code" button.
- Subscriber:** Includes Volvo ID (with a "Find Volvo ID" button), Name, Email, and Phone number.
- Subscriptions:** A table with columns for Type and Expiration Date.

At the bottom of the window, there are three buttons: "Setup VOC", "Reset VOC", and "Manual Options" (with a dropdown arrow).

Fig. 3 The VOC Details view before Volvo On Call is provisioned

Under the **VOC Details** tab, the following tasks can be performed:

Feature	Function
Update	Enter or update license plate information for Volvo On Call, e.g. if the license plate is not available at registration
Reset PIN code	Resend a PIN code to the VOC subscriber's registered phone
Find Volvo ID	Verify that the given Volvo ID exists and view details of the VOC subscriber it is connected to
Setup VOC	Initiate the provisioning process using Volvo ID
Reset VOC	Reset the Volvo On Call status for an already provisioned vehicle, e.g. if there is an end or change of ownership of the vehicle
Manual Options	Perform a manual activation or deactivation of the Telematics Module (TEM), if provisioning is unavailable or does not work, e.g. if the vehicle is of model year 2008 or older

Provisioning status

There are four different Volvo On Call provisioning statuses in the **View Details** window, providing information about the status of a requested/activated operation. The operations for which the statuses are indicated are **Setup VOC** and **Change to** (change home market). Both requests trigger a VOC provisioning. Next to the status indication, it is also shown within brackets to which request the status refers.

Status	Explanation
Pending	<p>The requested operation is in the process to be Success.</p> <p>Pending status is displayed when the operation button has been pushed but will then quickly switch to Success.</p> <p>If the vehicle has no GPS and/or mobile phone coverage, the Pending status may remain up to one hour. In this time frame, VIDA will try several times to operate the provisioning request and if the situation does not change the status will finally switch to Failed.</p> <p>A date and time indication displays when the operation was requested in VIDA.</p>
Success	<p>The requested operation was successfully completed.</p> <p>A date and time indication displays when the process was completed.</p>
Failed	<p>The requested operation failed and needs to be requested/activated again by clicking the activation button.</p> <p>If VOC provisioning was requested but failed, and the Setup VOC button cannot be operated again (is inactive), click the Reset VOC button and start the provisioning process from the beginning.</p> <p>A date and time indication displays when the operation was requested in VIDA.</p>
Ignored	<p>The requested operation cannot be carried out. This status is only shown if the vehicle has an old TEM2 unit. VOC provisioning needs to be performed by the specific operation which is carried out to provision TEM2 vehicles with VIDA.</p>

2 THE VOC SETUP STATUS WINDOW



Note

To access Volvo On Call functionality in VIDA, both the user account and the vehicle need the system function Volvo On Call. The system requires factory-installed hardware.

The features in the VOC Details tab are also accessible from the View Details window, from the vehicle information bar by clicking the vehicle's VIN.

The **VOC Setup Status** window is an easy way to find Volvo On Call related information, for several vehicles at the dealership. In the **VOC Setup Status** window, it is possible to view today's provisioning statuses, unresolved failures for vehicles the past two months, and manage a series of Volvo On Call related tasks for the specific VOC subscriber or vehicle in the **VOC Details** tab.

To access the **VOC Setup Status** window:

1. Open the miscellaneous menu by clicking the ☰ icon in the top right corner of VIDA.

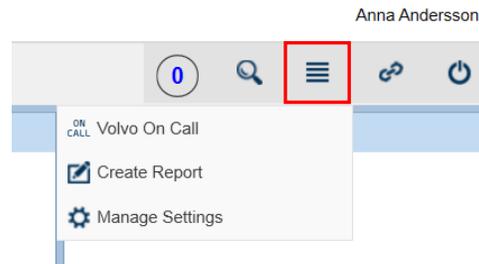


Fig. 4 The miscellaneous menu with the Volvo On Call menu option

2. Click **Volvo On Call**.
→ The **VOC Setup Status** window is opened.

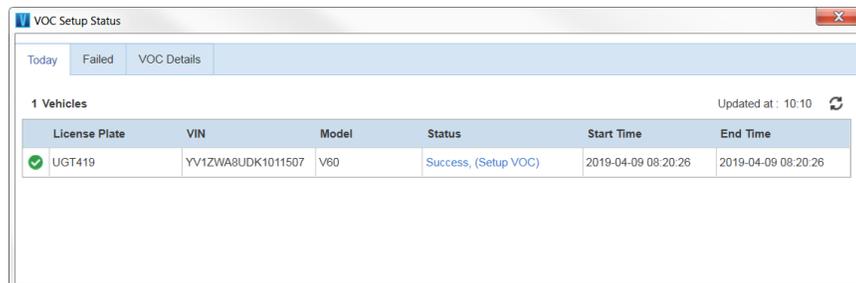


Fig. 5 The VOC Setup Status window (always opens in the Today tab)

3. Choose the applicable tab for your planned work; **VOC Details**, **Today** or **Failed**. For more information regarding each tab, please see the following content.

VOC Details

The **VOC Details** tab is used to find Volvo On Call related information and manage a series of Volvo On Call related tasks. See additional information regarding VOC Details in the following table.

Fig. 6 The VOC Details before the vehicle is selected and provisioned

Under the **VOC Details** tab, the following tasks can be performed:

Feature	Function
Find Vehicle	Find a vehicle by using a known VIN in this field
Change to	Change the vehicle's home market Accessible if dealership market differs from vehicle market
Update	Enter or update the vehicle license plate information for Volvo On Call, e.g. if the license plate is not available at registration
Reset PIN code	Resend a PIN code to the VOC subscriber's registered phone
Find Volvo ID	Verify that the given Volvo ID exists and view details of the VOC subscriber it is connected to

Feature	Function
Setup VOC	Initiate the provisioning process using Volvo ID
Reset VOC	Reset the Volvo On Call status for an already provisioned vehicle, e.g. if there is an end or change of ownership of the vehicle
Manual Options	Perform a manual activation or deactivation of the Telematics Module (TEM), if provisioning is unavailable or does not work, e.g. if the vehicle is of model year 2008 or older

The screenshot shows a web application window titled "VOC Setup Status". It has three tabs: "Today", "Failed", and "VOC Details" (which is active). The "VOC Details" tab is divided into three main sections: "Vehicle", "Volvo On Call", and "Subscriber".

Vehicle Section:

- VIN : YV1XZA6BCJ2000324 (with a "Find Vehicle" button)
- Model : XC40 2018
- Market : SE
- License Plate in VOC : ABC123 (with an "Update" button)

Volvo On Call Section:

- Provisioning status : Success , (Setup VOC) 2019-04-09 08:20:26
- Customer PIN Sent : Yes (with a "Reset PIN code" button)

Subscriber Section:

- Volvo ID :* jo.ja@volvocars.com (with a "Find Volvo ID" button)
- Name : Jo Ja
- Email : jo.ja@volvocars.com
- Phone number : +46759595959

Subscriptions Section:

Type	Expiration Date
Premium	2020-05-11 02:00:00

At the bottom of the window, there are three buttons: "Setup VOC", "Reset VOC", and "Manual Options" (with a dropdown arrow).

Fig. 7 The VOC Details after the vehicle has been selected and provisioned

Today

View today's provisioning statuses for the vehicles at the dealership. Clicking a status link leads to the **VOC Details** window, where further tasks can be carried out for the chosen vehicle.

The screenshot shows a window titled "VOC Setup Status" with tabs for "Today", "Failed", and "VOC Details". The "Today" tab is active. It displays "1 Vehicles" and a table with the following data:

License Plate	VIN	Model	Status	Start Time	End Time
UGT419	YV1ZWA8UDK1011507	V60	Success, (Setup VOC)	2019-04-09 08:20:26	2019-04-09 08:20:26

Updated at: 10:10

Fig. 8 Today's provisioning statuses at the dealership

Failed

View unresolved failures for the past two months, for the vehicles at the dealership. Clicking a status link leads to the **VOC Details** window where further tasks for the chosen vehicle can be carried out.

In case a customer provisions VOC at another dealership within 2 months, and that operation is successful, the VIN is removed from the Failed list of the dealership that initially tried to provision the vehicle.



Note

In practice, the Failed list should be empty, since a vehicle never should be delivered to the customer before a successful provisioning.

The screenshot shows a window titled "VOC Setup Status" with tabs for "Today", "Failed", and "VOC Details". The "Failed" tab is active. It displays "3 Vehicles" and a table with the following data:

License Plate	VIN	Model	Status	Start Time	End Time
	YV1BW5250B1191755	V70	Failure, (Setup VOC)	2019-04-05 08:18:11	
	YV1PSA2BCH1000548	S90	Failure, (Setup VOC)	2019-04-04 15:16:29	
	YV1LFA4B8G9909139	XC70	Failure, (Setup VOC)	2019-04-03 10:20:17	2019-04-03 10:20:17

Updated at: 08:03

Fig. 9 Unresolved failures the past two months at the dealership

Provisioning status

There are four different Volvo On Call provisioning statuses in the **View Details** window, providing information about the status of a requested/activated operation. The operations for which the statuses are indicated are **Setup VOC** and **Change to** (change home market). Both requests trigger a VOC provisioning. Next to the status indication, it is also shown within brackets to which request the status refers.

Status	Explanation
Pending	<p>The requested operation is in the process to be Success.</p> <p>Pending status is displayed when the operation button has been pushed but will then quickly switch to Success.</p> <p>If the vehicle has no GPS and/or mobile phone coverage, the Pending status may remain up to one hour. In this time frame, VIDA will try several times to operate the provisioning request and if the situation does not change the status will finally switch to Failed.</p> <p>A date and time indication displays when the operation was requested in VIDA.</p>
Success	<p>The requested operation was successfully completed.</p> <p>A date and time indication displays when the process was completed.</p>
Failed	<p>The requested operation failed and needs to be requested/activated again by clicking the activation button.</p> <p>If VOC provisioning was requested but failed, and the Setup VOC button cannot be operated again (is inactive), click the Reset VOC button and start the provisioning process from the beginning.</p> <p>A date and time indication displays when the operation was requested in VIDA.</p>
Ignored	<p>The requested operation cannot be carried out. This status is only shown if the vehicle has an old TEM2 unit. VOC provisioning needs to be performed by the specific operation which is carried out to provision TEM2 vehicles with VIDA.</p>

3 HOW-TO ARTICLES



Note

To access Volvo On Call functionality in VIDA, both the user account and the vehicle need the system function Volvo On Call. The system requires factory-installed hardware.

This chapter contains descriptions on how to work with Volvo On Call features in VIDA.

- *Setting up Volvo On Call*
- *Ending and/or changing ownership for Volvo On Call*
- *Entering/updating the vehicle license plate information for Volvo On Call*
- *Verifying the VOC subscriber's Volvo ID*
- *Resetting PIN code*
- *Getting an activation code for the Telematics Module (TEM)*
- *Getting a deactivation code for the Telematics Module (TEM)*
- *Finding vehicle information for Volvo On Call from several vehicles*
- *Changing home market for Volvo On Call*

3.1 Setting up Volvo On Call



Note

Before provisioning a vehicle for Volvo On Call, in order for the provisioning to be successful, the vehicle must be positioned outdoors in an open area with GPS and mobile phone coverage. In addition, the vehicle must have an active Volvo On Call subscription.



IMPORTANT

For the EU, eCall legislated vehicles with Volvo On Call must be provisioned within 7 days after the Pre-Delivery Service (PDS). After that time, provisioning Volvo On Call will not work and the dealership needs to push the On Call button inside the vehicle and, within 1 hour of that, perform a standard provisioning of the vehicle.

This procedure describes how to set up Volvo On Call using VIDA, and initiates the provisioning process. If the vehicle already has been profiled with VIN, continue directly to step 2.

1. Enter/search VIN in VIDA.
2. Click the VIN in the vehicle information bar.
→ The **View Details** window is opened.
3. Open the **VOC Details** tab. One of the following two scenarios occur:
 - a. If the license plate information is visible and correct, click the text **Copy to VOC**.
 - b. If the license plate information is not visible or is incorrect, fill in the field License Plate in VOC.



Note

Depending on market, the license plate field may or may not be mandatory to fill in. If a red asterisk (*) is shown, the field is mandatory. If there is no asterisk, it should be possible to select **Setup VOC** without the complete information filled in.

4. Fill in the Volvo ID (subscriber's email address or mobile phone number) field and click **Find Volvo ID**
→ If the Volvo ID is found, the **Setup VOC** button becomes available in the bottom of the window.
5. Click the **Setup VOC** button.
→ The window **Confirm Completion** with summarized information is opened.
6. To finalize the provisioning process, click **Complete**
→ A new window with updated information is opened. Here, you can see the provisioning status.

3.2 Ending and/or changing ownership for Volvo On Call

This procedure describes how to end and/or change ownership for Volvo On Call:

1. Open the miscellaneous menu by clicking the  icon in the top right corner of VIDA. Then continue to **Volvo On Call/VOC Details** and find a vehicle by using a known VIN in the **Find Vehicle** field.
→ The **VOC Details** window with complete information is opened.
2. In the bottom of the window, click the **Reset VOC** button.
→ The window **Confirm Removal** with summarized information is opened.
3. To finalize the process and remove customer data and app users connected to the vehicle, click the **Remove** button. This will finalize the process to end and/or change ownership for Volvo On Call.
→ A new view with only vehicle information is shown. Provisioning status is still shown as well but will disappear after 2 months, unless the vehicle is provisioned again before that.
4. For change of ownership or to provision a new customer, continue from step 2 in *Setting up Volvo On Call*.

3.3 Entering/updating the vehicle license plate information for Volvo On Call

This procedure describes how to enter or update the license plate information for Volvo On Call:

1. Enter/search VIN in VIDA.
2. Click the VIN in the vehicle information bar.
→ The **View Details** window is opened.
3. Open the **VOC Details** tab.
4. Under License Plate in VOC, enter or update the license plate information. Then click the **Update** button to the right.

3.4 Verifying the VOC subscriber's Volvo ID

The Volvo ID is the Volvo Cars identifier for VOC subscribers using connected services. It enables access to the Volvo On Call app and other connected services. A Volvo ID consists of user name (email address or mobile phone number) and password. The Volvo ID gives the user a simple and secure ID to be used when accessing Sensus Connect, Volvo On Call and other digital services.

This procedure describes how to verify the VOC subscriber's Volvo ID:

1. Enter/search VIN in VIDA.
2. Click the VIN in the vehicle information bar.
→ The **View Details** window is opened.
3. Open the **VOC Details** tab.
4. Under Volvo ID, enter the subscriber's email as user name. Then click the **Find Volvo ID** button to the right.
→ A new **VOC Details** window with updated information is opened.

3.5 Resetting PIN code



Note

VOC subscriber information is visible, and the possibility to reset Volvo On Call PIN code is displayed, only if the VOC subscriber is registered to the vehicle. If not, register the VOC subscriber to the vehicle and connect their phone to the vehicle. A new PIN code will be generated in the process.

The feature Reset PIN code is used to send an automatically generated PIN code to the VOC subscriber via SMS or email (Volvo ID user name). You can also ask the VOC subscriber to press the On Call button inside the vehicle, and ask Volvo Cars Call Center to send a new PIN code to the VOC subscriber's email (Volvo ID user name) or phone.

The Volvo On Call PIN code is required for a subscriber to set up the Volvo On Call app for additional users, remotely unlock the vehicle via Volvo Cars Call Center, and to end or change the ownership/connection of the Volvo On Call app with the vehicle.

To reset the PIN code for Volvo On Call:

1. Enter/search VIN in VIDA.
2. Click the VIN in the vehicle information bar.
→ The **View Details** window is opened.
3. Open the **VOC Details** tab.
4. Under Customer PIN Sent, click the **Reset PIN code** button to the right.
→ An auto-generated Volvo On Call PIN code is sent to the VOC subscriber.

3.6 Getting an activation code for the Telematics Module (TEM)

This procedure describes how to get the activation code for the Telematics Module (TEM):

1. Enter/search VIN in VIDA.
2. Click the VIN in the vehicle information bar.
→ The **View Details** window is opened.
3. Open the **VOC Details** tab.
4. In the bottom of the window, click the **Manual Options** drop-down menu.
5. Click the **Manual Activation** option.
→ A new **VOC Details** window with further instructions and the 10 digit activation code is opened.

3.7 Getting a deactivation code for the Telematics Module (TEM)

This procedure describes how to get the deactivation code for the Telematics Module (TEM):

1. Enter/search VIN in VIDA.
2. Click the VIN in the vehicle information bar.
→ The **View Details** window is opened.
3. Open the **VOC Details** tab.
4. In the bottom of the window, click the **Manual Options** drop-down menu.
5. Click the **Manual Deactivation** option.
→ A new **VOC Details** window with further instructions and the deactivation code is opened.

3.8 Finding vehicle information for Volvo On Call from several vehicles

This procedure describes how to find vehicle information for Volvo On Call from several vehicles, provisioned today or unresolved failures the past two months, in VIDA:

1. Open the miscellaneous menu by clicking the  icon in the top right corner of VIDA.
2. Click **Volvo On Call**.
→ The **VOC Setup Status** window is opened.
3. Choose the applicable tab, **Today** or **Failed**, to display license plate, VIN, vehicle model, status and subscription periods for several vehicles (provisioned today or unresolved failures the past two months) located at the dealership. Clicking a status link leads to the **VOC Details** window, where further tasks can be carried out for the chosen vehicle.

3.9 Changing home market for Volvo On Call



Note

This feature only becomes accessible in VIDA when a VOC vehicle that is provisioned to a customer (Volvo ID) changes market, and a dealership in the new market selects the vehicle in the **VOC Details** view in VIDA.

In case an imported vehicle has never been provisioned, or an end of ownership has been performed by a dealership or the customer in the original home market, the market change is automatically taken care of when clicking the **Setup VOC** button as the final step of the VOC (re)provisioning.

If a vehicle with Volvo On Call needs a home market change, Volvo On Call must be provisioned to the new market to secure that the VOC subscriber will be connected to the new home market:

1. Enter/search VIN in VIDA.
2. Click the VIN in the vehicle information bar.
→ The **View Details** window is opened.
3. Open the **VOC Details** tab.
4. Under Market, click the **Change to** button.
→ A new window to confirm the request is opened.
5. Click **Yes**.
→ A new window with updated information is opened. Here, provisioning status and a time stamp are shown.

**Note**

As a part of home market change it is recommended, with customer reference in mind, to also update the Sensus Connect (Connected Car) certificate of the vehicle to the new home market. You need to ask your NSC warranty department to move the vehicle in QW-90 to the new home market. After 48 hours, the connected car certificate can be downloaded by the dealership using the regular process in VIDA.

After download of the connected car certificate, the Sensus Connect in-vehicle app and Connected Service Booking is linked to the new home market in the Sensus cloud.

In markets with Connected Service Booking, the customer also needs to select a preferred dealership. The dealership can also do this in VIDA, on behalf of the customer.

4 FAQs

This chapter provides FAQs about Volvo On Call in VIDA.

- *Why does the customer's Volvo ID need to be entered into the Volvo On Call system?*
- *What is the difference between the customer email and the Volvo ID?*
- *What happens if a Volvo ID is not assigned, or if the wrong Volvo ID is assigned?*
- *A Volvo ID cannot be found in VIDA, what is wrong?*
- *What happens if the customer does not have a verified/confirmed Volvo ID?*
- *What is the Volvo On Call PIN code used for?*
- *Is it possible to choose a custom PIN code for the customer?*
- *How does the customer get the PIN code?*
- *Why does the Telematics Module (TEM) have to be activated?*
- *How do you know if a vehicle is equipped with a Telematics Module of model TEM2 or TEM3/TEM3G?*

4.1 Why does the customer's Volvo ID need to be entered into the Volvo On Call system?

The Volvo On Call system checks the existence of the customer's Volvo ID. If the customer is registered to vehicles as the Volvo On Call subscriber and is the main app user, then all Volvo On Call service become available for the customer.

With the Volvo ID as the key information, the various connected Volvo Cars systems provide customer data to Volvo Cars Call Center responsible for delivering Volvo On Call services such as breakdown, emergency assistance and Send Destination to Car.

When entering the Volvo ID, take care to enter the email address or mobile phone number correctly to make sure the customer is found in the system if the Volvo ID exists.

4.2 What is the difference between the customer email and the Volvo ID?

There is no difference. The customer email is the same as the email used for the Volvo ID user name. The customer email address is copied from the Volvo ID user name and pasted to the customer Volvo ID profile. VIDA fetches the customer email address shown in VIDA from the customer Volvo ID profile. When the customer wishes to change the email address, the customer also needs to change the Volvo ID user name.

From the middle of 2019, the customer's mobile phone number can be used as Volvo ID as an alternative to the email address. If the Volvo ID user name is the mobile phone number, the number automatically becomes the customer's contact phone number in the Volvo ID profile. The same as above, regarding change of email, also applies to the mobile phone number.

4.3 What happens if a Volvo ID is not assigned, or if the wrong Volvo ID is assigned?

Without a verified (customer has finalized the creation process) Volvo ID, it is not possible to activate/provision Volvo On Call for the customer. The customer needs to have a verified Volvo ID in order to activate/provision Volvo On Call for the vehicle, and to connect the Volvo On Call mobile app with the vehicle.

4.4 A Volvo ID cannot be found in VIDA, what is wrong?

The Volvo ID has not been created by the customer yet, or the creation process was not finished by the customer.

Please also make sure that the Volvo ID was entered correctly.

4.5 What happens if the customer does not have a verified/confirmed Volvo ID?

If the customer does not have a Volvo ID or has not completed the Volvo ID creation process, it will not be possible to activate/provision Volvo On Call via VIDA. It is mandatory that the customer email address or mobile phone number you enter in VIDA matches an existing, verified Volvo ID.

The customer can use the link on the market web page, or preferably the Volvo On Call mobile app, to create the Volvo ID.

4.6 What is the Volvo On Call PIN code used for?

The Volvo On Call PIN code is used for security reasons, to identify the customer as the owner of the vehicle (or other approved person) when accessing certain services. The PIN code can be compared to a vehicle key, and it is therefore important to keep it safe and to memorize it.

The Volvo On Call PIN code is used when:

- creating a connection to a vehicle in the mobile app
- requesting a remote unlock via the Volvo Cars Call Center
- performing an end of ownership/connection via the mobile app or to remove app users connected to the vehicle.



IMPORTANT

The use of the Volvo On Call PIN code will fade out in steps during 2019, and will finally not be used/needed anymore before end of 2019. This is valid for new Volvo On Call vehicles and all existing active VOC vehicles in the market. Instead, the customer is simply guided by the Volvo On Call mobile app if the VOC PIN code is required for certain VOC app services or functionalities.

During 2019, the VOC PIN code is sent by email and SMS to the VOC subscriber/main app user as part of the Volvo On Call welcome email. From the day no PIN code is required for any service or function, the PIN code will not be a part of the VOC welcome email anymore.

4.7 Is it possible to choose a custom PIN code for the customer?

No, the Volvo On Call functionality only supports the automatically generated 4 digit PIN code.

4.8 How does the customer get the PIN code?

The PIN code for Volvo On Call is distributed to the VOC subscriber/main app user of the vehicle as part of the VOC welcome email and via SMS. Note that SMS is only used if the customer has entered/updated his/her mobile phone number in the Volvo ID profile.

The VOC subscriber/main app user can require a new PIN code from the Volvo Cars Call Center, or at the dealership who can generate a new PIN code in VIDA.

4.9 Why does the Telematics Module (TEM) have to be activated?

The Telematics Module (TEM) needs to be activated in order for the Volvo On Call system to be fully functional. If the unit is not activated, the Volvo On Call server will not be able to communicate with the TEM in the vehicle. The TEM is activated automatically during Pre-Delivery Service (PDS) when the vehicle is taken out of transport mode.

The TEM can also be activated by the 10-digit code entered in the Sensus Connect Volvo On Call menu.

4.10 How do you know if a vehicle is equipped with a Telematics Module of model TEM2 or TEM3/TEM3G?

In general, vehicles of model year 2008 or older are equipped with a TEM2, and all newer vehicles are equipped with either a TEM3 or TEM3G. However, this may slightly vary between models.