



# Technical Journal

TITLE:

**Incorrect “Car In Use” or “Car Unlocked” notifications in  
VOC mobile application**

<b>REF NO:</b> TJ 33912.5.1	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2019-05-20	<b>STATUS DATE:</b> 2019-08-05
<b>FUNC GROUP:</b> 3970	<b>FUNC DESC:</b> 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		-	201420-201814

## 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:**

\* New procedure under Service

VOC = Volvo On Call

TEM = Telematics Module

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 TEM software has been developed which contains a fix for incorrect “Car in use” & “Car unlocked” notifications.

\*To install the software fix, perform a *TEM VOC Upgrade* with VIDA.

**Warranty claim info:**

To get warranty claim accepted for a job described in this TJ, please use following information:  
VST OP number: 36004-2.

**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.