



Technical Journal

TITLE:

Vehicle key does not work

REF NO: TJ 34316.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2019-04-01	STATUS DATE: 2019-04-11
FUNC GROUP: 3666	FUNC DESC: Access (central looking & remote)	Page 1 of 5	

“Right first time in Time”

Attachment

File Name	File Size
TJ34316.jpg	0.1299 MB
TJ34316-2.jpg	0.2330 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
2XX							2018-2019	21	-	201812-201828
2XX							2018-2019	22	-	201812-201828
2XX							2018-2019	25	-	201813-201831
2XX							2018-2019	35	-	201823-201843
2XX							2019-2019	35	-	201823-201843
2XX							2019-2019	36	-	201824-201843
536							2019-2019	22	-	201812-201828

CSC Customer Symptom Codes

Code	Description
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt
VZ	Locking/unlocking/Other central locking problems
1J	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work



VST Operation Number

VST Operation Number	Description
36608-2	Remote control battery/shell removal
36635-2	Remote control ignition key replacement
IJ	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

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:

*This TJ has been rewritten.

If one car key becomes permanently in-operational, with loss of remote control button functions, keyless unlock/locking functions and keyless start function, then see advice under SERVICE.

(This TJ is not applicable if it's a intermittent issue)

SERVICE:

Check if it's possible to start the car by placing the car key on back-up start antenna position in the center console.

If the back-up start doesn't function, then this TJ is not applicable.

If the back-up start does function, but not remote control buttons, keyless unlock/locking and keyless start, then remove the car key's battery and check the code on the circuit board, see image TJ34316.jpg

- If the code on the circuit board is other than 0142 then this TJ is not applicable.

- If the code on the circuit board is 0142 then replace the car key, even if the car key becomes operational again after removing and installing the car key battery the car key needs to be replaced.

If a car key is to be replaced then also check code on the rest of the customers car keys and replace them if they have code 0142.

Key tags (sport key) are checked by the manufacturing date code, see TJ34316-2.jpg.

Key tags (sport key) with date code listed below shall be replaced:

1118	1128	1138	1148	1158	1168	1178	1188	1198	1208	1218	1228	1238
2118	2128	2138	2148	2158	2168	2178	2188	2198	2208	2218	2228	2238
3118	3128	3138	3148	3158	3168	3178	3188	3198	3208	3218	3228	
4118	4128	4138	4148	4158	4168	4178	4188	4198	4208	4218	4228	
5118	5128	5138	5148	5158	5168	5178	5188	5198	5208	5218	5228	
6118	6128	6138	6148	6158	6168	6178	6188	6198	6208	6218	6228	
7118	7128	7138	7148	7158	7168	7178	7188	7198	7208	7218	7228	

**Warranty Claim Info:**

To get warranty claim accepted for a job described in this TJ, please use following data:

VST OP number: 36608-2 & 36635-2, applicable CSC and P/N.

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 3666.

To view TJ attachments continue to next page. This TJ has two attachments.



