



# Technical Journal

TITLE:  
**Prior Approval for VCM Replacement**

<b>REF NO:</b> TJ 35514.1.0	<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> 2020-05-18	<b>STATUS DATE:</b> 2020-06-16
<b>FUNC GROUP:</b> 3975	<b>FUNC DESC:</b> Mobile data services, general	<b>Page 1 of 3</b>	

“Right first time in Time”

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-9999		0000001-9999999	201835-999952
225							2019-9999		0000001-9999999	201817-999952
227							2019-9999		0000001-9999999	201846-999952
234							2017-2017		0000001-9999999	201617-201716
235							2017-9999		0000001-9999999	201620-999952
236							2017-9999		0000001-9999999	201646-999952
238							2018-9999		0000001-9999999	201646-999952
246							2018-9999		0000001-9999999	201717-999952
256							2016-9999		0000001-9999999	201505-999952
536							2019-9999		0000001-9999999	201746-999952

## CSC Customer Symptom Codes

Code	Description
22	Diagnostic communication/Wired diagnostic connection to vehicle does not work
23	Diagnostic communication/WiFi diagnostic connection to vehicle does not work
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
1Z	Service/repair/Software update failed
IV	Text window and warning symbol/Text message
8M	Warning lights and chimes/Other warning/chime problems
EM	Internet Connection/Does not work
6K	Mobile applications Volvo On Call/Activation problems



Code	Description
6L	Mobile applications Volvo On Call/Heater does not start
6M	Mobile applications Volvo On Call/No information from the vehicle
6N	Mobile applications Volvo On Call/Other communication problems
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
HP	Navigation/Navigation system gives incorrect directions
IT	Navigation/Locations cannot be stored/disappears
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work
KO	Wifi hotspot connection/Does not work

## DESCRIPTION:

VCM = Vehicle Connectivity Module

**NOTE:** Your warranty claim might be rejected if the procedure in this TJ is not followed.

In many cases the VCM does not need to be replaced and can be repaired or recovered by following the fault tracing available in VIDA or in the TJ's referenced below.

Before replacing a VCM, support can be provided by Retailer Technical Support to aid in the diagnosis of a suspected faulty unit.

For these reasons, Volvo Car USA is implementing a **Prior Approval requirement for ALL VCM replacements** from **June 8th, 2020 to July 10th, 2020**. Repair orders opened during this period that contain a VCM replacement will require a Prior Approval Vehicle Report number in order for a warranty claim to be credited.

This TJ will be a supplement to the below mentioned TJ's while the Prior Approval requirement is in place.

The instructions given in this TJ are mandatory if the service solutions described in the below TJ's or VIDA fault tracing have no effect.

Supplement to:

TJ-31863: Navigation, Incorrect position in CCD and DIM

TJ-34165: No VIDA communication with vehicle

TJ-34360: Activate Volvo On Call, Dormant mode

TJ-33806: VCM Back-up battery

## SERVICE:

If VIDA fault tracing and/or the TJ's referenced above lead to a suspected faulty VCM, contact Retailer Technical Support by submitting a Prior Approval request following the instructions below.

**Warranty claim info:**

To get a warranty claim accepted, the Vehicle Report number must be entered in the claim text and in the *Authorization* or *Prior Approval* field when submitting the claim to ensure correct processing (the title of this field varies depending the retailer management system).

**VEHICLE REPORT:**

Yes, please submit a Prior Approval request to Retailer Technical Support by submitting a Vehicle Report as follows:

Use concern area "Vehicle Report" and sub concern area "Prior Approval", use function group 3975.

Title the report "VCM Prior Approval or remote support", describe the symptom(s) as thoroughly as possible and also attach the VIDA diagnostic log to the report if possible.