



# Technical Journal

TITLE:

**“eCall Service Required” message, Back-up battery DTC TCAM-U210993**

<b>REF NO:</b> TJ 35808.1.0	<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> 2021-01-05	<b>STATUS DATE:</b> 2021-01-11
<b>FUNC GROUP:</b> 3943	<b>FUNC DESC:</b> Telematics	Page 1 of 3	

“Right first time in Time”

## Attachment

File Name	File Size
TJ35808BUB.jpg	0.1558 MB
TJ35808BUB RESET.jpg	0.2018 MB

## DESCRIPTION:

If there is a warning message in the DIM and CCD about “eCall service required” together with DTC TCAM-U210993 pointing out the BUB, please follow the procedure under “Service”.

DIM = Driver Information Module

CCD = Center Console Display

BUB = Backup Battery

TCAM = Telematic Connectivity Antenna Module

SOC = State Of Charge

## CSC Customer Symptom Codes

Code	Description
6K	Mobile applications Volvo On Call/Activation 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

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	ED	E400V6					2021-9999		-	202037-999952



## SERVICE:

If the message together with the DTC is confirmed, the cause may be a discharged BUB.

Do not replace the BUB, first check if it is possible to charge it.

Vida has been updated with a new method that allows charging of the BUB

Begin by ensuring that the vehicle software is the latest (refer to TJ 31543)

VIDA charging method:

- A 12 volt battery maintainer must be connected to the vehicle throughout the BUB charging procedure.
- Gear selector must be in P - Park.
- If BUB SoC is 1% or greater, charge the BUB using the VIDA script, see attachment TJ35602BUB.
- BUB will charge by ~5% SOC per hour, charge the BUB up to minimum 45% SOC. (After charging is stopped the BUB SOC may drop slightly)
- If “*eCall Service Required*” is still shown in the DIM, then go to “SW Installation” tab in VIDA, click on “Advanced test” and click on “Reset”
- Once reset has completed, Erase DTCs.

If the DTC is set again then charge the BUB to above 50% SOC.

The BUB will then be continuously charged while the vehicle is driven.

## NOTE:

If BUB SOC is 0% (below 2 Volt) it is not possible to charge the BUB and it needs to be replaced, see VIDA instruction VCC-516696-1.

After replacement the BUB SOC must be reset by using a VIDA script, see attachment *TJ35808BUB RESET.jpg*.

## Warranty claim info:

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

VST OP number: 36050-2, 39753-2

## VST Operation Number

VST Operation Number	Description
36050-2	Calibrating/Identifying with VIDA
39753-2	TCAM back-up battery replace


## 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 3943.

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



# Technical Journal 35808.1.0

 VIN: YV1XZEDVEM2494206 Customer Name:  
Model/Year/Cha...: XC40, 2021, 494206

**Lists**


- Planning
  - Customer Symptom Codes
  - Claim Types
  - Technical Journals
  - Service Programs
  - Operations and Packages
  - Parts
  - Software
- Diagnostics
  - Network
  - Fault Tracing
  - Components
  - Service Functions** 1

**Documents** | **Diagnostic Sequences**

**Diagnostic Sequences**

- 12 V power overview
- Activate the telematics function in VCM
- Battery diagnostic information
- Calibration of Forward Looking Camera (FLC2)
- Calibration of Forward Looking Radar (FLR)
- Charging the TCAM backup battery** 2
- Clear Stand Still Manager from Factory Mode
- High voltage system, overview
- Infotainment Head Unit (IHU) private locking pin code reset
- Normal mode and vehicle speed limitation
- Parking brake service position
- Program the service conditions in the Driver Information Module (DIM)
- Read-out distance, time and engine time since last service

**TJ-35808**

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- Program the service conditions in the Driver Information Module (DIM)
- Read-out distance, time and engine time since last service
- Read-out of the service conditions
- Reset DTCs in Steering Column Lock (SCL)
- Reset iTPMS calibration data and relevant DTCs
- Reset the Infotainment Head Unit (IHU) to factory settings
- Reset the service reminder indicator (SRI)
- Resetting of long term wheel angle compensation
- Resetting software after TCAM backup battery change** 2

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