



# Technical Journal

TITLE:

**Remote Control Key No function**

<b>REF NO:</b> TJ 33031.5.0	<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> 2021-01-14	<b>STATUS DATE:</b> 2021-01-25
<b>FUNC GROUP:</b> 3666	<b>FUNC DESC:</b> Access (central looking & remote)	Page 1 of 5	

“Right first time in Time”

## Attachment

File Name	File Size
TJ33031.JPG	0.1052 MB

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

### DESCRIPTION:

\* This Journal is rewritten.

\* added CSC codes.

\*Changed Model Year limits under “Vehicle Type”.

If the remote control key is not detected by the car and shows a message in DIM “Car key not found” or if functions such as lock/unlock are not working, please follow advice under “Service”.

DIM= Driver Information Module

MAM= Multiband Antenna Module



## CSC Customer Symptom Codes

Code	Description
3D	Accessory installation/Accessory installation
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt
BE	Starting/Engine does not start/Engine does not turn/Unsure when/at all times
BF	Starting/Engine does not start/Engine does not turn/Clicking sound at start attempt
UH	Locking/unlocking/Central locking does not work
VZ	Locking/unlocking/Other central locking problems
IJ	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

## DTC Diagnostic Trouble Codes

### Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-9999		-	201835-999952
225							2019-9999		-	201817-999952
227							2019-9999		-	201846-999952
234							2017-9999		-	201617-999952
235							2017-9999		-	201624-999952
236							2017-9999		-	201646-999952
238							2017-9999		-	201646-999952
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952
536							2018-9999		-	201746-999952

### SERVICE:

\* First check that TJ 34316 does NOT apply. If the code on the remote key circuit board is 0142, then this TJ does not apply

If remote control key lock/unlock and/or keyless functions are not working but the car **is** detecting the remote control key while placed in the cup holder next to the antenna (see attached \*picture”TJ33031.jpg”), please **measure voltage** of the battery in the remote control key, if the battery is not OK exchange battery: **2.7-3.3 volts is considered OK.**

If remote control key lock/unlock and/or keyless functions are not working and the remote control key **is NOT** detected while placed in the cup holder next to the antenna (see attached picture”TJ33031.jpg”), please erase all concerned remote control keys and reprogram them to the car by downloading the “Keyless Key application” with VIDA.

\*If the service solution(s) described in this TJ has no effect, please submit a vehicle report with answers to the below questions and replace the remote as necessary:



**1. What functions worked /did not work?**

- Unlocking vehicle using the remote buttons?
- Locking vehicle using the remote buttons?
- Unlocking vehicle using keyless entry?
- Locking vehicle using keyless entry?
- Starting the vehicle?
- Starting vehicle while key placed in the cup holder next to the antenna? (see attached picture “TJ33031.jpg”)
- Program key using VIDA?

**2. Are there any visual/physical defects?**

- Loose buttons
- Buttons are hard to press or poor feel when pressing?
- Scratches on shell/broken parts (slider, Volvo emblem, etc.)

**3. Any messages in DIM?**

- “Key not found”?
- “Low battery in key”?
- Other?

**4. What fault tracing steps taken?**

- Replaced battery in remote?
- Re-programmed remote?
- Antennas/MAM?

**5. Is issue present for all customers keys or just a specific key?**

**6. How often does customer experience the issue? (Always, sometime, once)**

**Warranty claim info:**

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

VST OP number: 99921-2, 36004-2.

**VST Operation Number**

VST Operation Number	Description
99921-2	General reimbursement acc. to TJ/QB.
36004-2	Software control module downloading



## **VEHICLE REPORT:**

\*Yes, please submit a Vehicle Report with answers on the above questions if the described symptom is present. 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.

\* Submitting this information will help Volvo Cars better understand issues experienced with remote keys

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

