

# **Technical Journal**

#### TITLE

# **Connectivity services activation - PSIM issues**

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:			
TJ 35902.1.1	Technical Service	United States and Canada			
	PARTNER:	ISSUE DATE:	STATUS DATE:		
3 US 7	2510 Volvo Car USA	2021-03-03 2021-03-1			
FUNC GROUP:	FUNC DESC:				
3970	Mobile data services	Page 1 of 3			

<sup>&</sup>quot;Right first time in Time"

#### **Attachment**

File Name	File Size
TJ_35902_PSIM.jpg	0.2798 MB

Rows beginning with \* are modified

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

### **DESCRIPTION:**

PSIM = Personal Subscriber Identity Module

PUK = PSIM Unlock code

This TJ can be used as a guide when dealing with various issues with activating connectivity services in the car related to the PSIM card.

# **CSC** Customer Symptom Codes

Code	Description
KA	Cellular phone/SIM card not accepted
EM	Internet Connection/Does not work
KO	Wifi hotspot connection/Does not work

# **DTC** Diagnostic Trouble Codes

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# **Vehicle Type**

Туре	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
2XX						2016-9999		-	201505-999952
5XX						2019-9999		-	201746-999952

#### **SERVICE:**

See instructions under Vehicle report for contacting Retailer Technical Support (RTS) to speed up resolution of various PSIM issues.

#### **VEHICLE REPORT:**

Yes, please submit a Vehicle Report following the guidelines for the appropriate situation described below. Use concern area "Vehicle Report" and sub concern area "Support Needed", use function group 3970.

### **PSIM Card is missing from the vehicle:**

RTS can overnight ship a PSIM card to your retailer.

Please create a TIE Vehicle Report requesting a PSIM card and include:

- Parts manager's name
- Retailer address
- A contact phone number

#### VIN is not recognized on the AT&T website for a data plan:

Create a TIE Vehicle report and attach a clear photo of the PSIM card with the serial number showing (see attached example *TJ\_35902\_PSIM.jpg*)

RTS will have the VIN and PSIM added to the AT&T system.

The vehicle can be released at this point as the process is handled on the backend.

## PUK Code requested or the PSIM is locked:

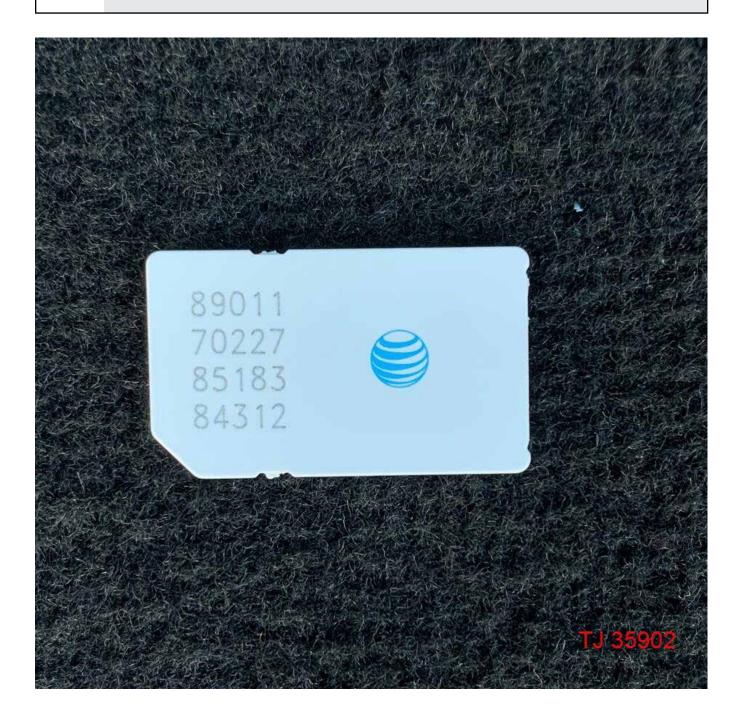
No additional information required. Please open up a TIE Vehicle Report for the affected vehicle with the request in the title.

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

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