



Technical Journal

TITLE:

Connectivity services activation - PSIM issues

REF NO:
TJ 35902.1.1

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Car USA

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2021-03-03

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2021-03-10

FUNC GROUP:
3970

FUNC DESC:
Mobile data services

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“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



Vehicle Type

Type	Eng	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.

