VOLVO CAR
SERVICE AND PARTS BUSINESS

Technical Journal

TITLE:

VOC app driving journal A to B trail missing

REF NO: **TJ 35451.7.0**	ISSUING DEPARTMENT: **Technical Service**	CAR MARKET: **United States and Canada**	
PARTNER: **3 US 7510 Volvo Car USA**		ISSUE DATE: **2021-04-13**	STATUS DATE: **2021-04-20**
FUNC GROUP: **3975**	FUNC DESC: **Mobile data services, general**	**Page 1 of 3**	

"Right first time in Time"

Attachment

File Name	File Size
Tj 35451.jpg	0.0884 MB

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:
If the customer is experiencing an issue in the VOC app for hybrid vehicles where the "detailed trip data" from point "A" to "B" is missing, please see advice under "Service".

VOC= Volvo On Call
VCM= Vehicle Connectivity Module

CSC   Customer Symptom Codes

Code	Description
6N	Mobile applications Volvo On Call/Other communication problems
7N	Navigation/Other navigation problems
JG	Volvo On Call/Other Volvo On Call problems

DTC   Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224	BK						2019-9999		-	201932-999952
224	BR	B1FPHEV					2019-9999		-	201932-999952
225	BK	B1LPHEV					2020-9999		-	201917-999952
225	BR	B1FPHEV					2020-9999		-	201917-999952
234	BC	B1BPHEV					2017-2017		-	201617-201716
238	BC	B1BPHEV					2018-9999		-	201617-999952
238	BR	B1FPHEV					2018-9999		-	201717-999952
246	BK						2018-9999		-	201717-999952
246	BR	B1FPHEV					2018-2099		-	201717-999952
256	BC	B1BPHEV					2016-9999		-	201505-999952
256	BR						2016-9999		-	201505-999952

SERVICE:

NOTE: This feature is only available for hybrid models as listed above.

*If the VOC app for hybrid vehicles doesn't show the detailed trip data (See attached picture TJ35451. jpg for OK/NOK view), perform a software upgrade in accordance with TJ 31543.
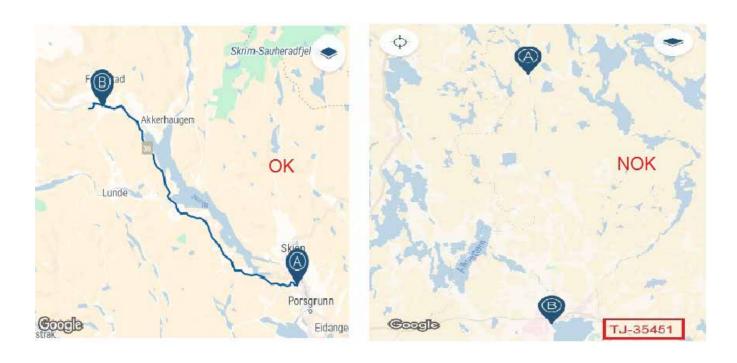
*VCM software released 2021 week 11 is improved and is contained within the Total Upgrade, Service 2.0 and PDS software.

*If the improved software does not solve the symptom, please turn off the driving journal function in the VOC app for approximately 24 hours and then switch it on again.

*Network coverage and signal strength can negatively affect data from the vehicle to the VOC being updated

*Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 36004-2

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

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 3975.

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

OK

NOK

TJ-35451