



Technical Journal

TITLE:

Connecting Volvo on Call mobile app to XC40 BEV

REF NO: TJ 35953.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-05-06	STATUS DATE: 2021-05-14
FUNC GROUP: 3970	FUNC DESC: mobile data services	Page 1 of 3	

“Right first time in Time”

Attachment

DESCRIPTION:

In the software released 2021 week 17, the possibility to connect the Volvo On Call mobile app to XC40 BEV is enabled.

If the customer has problems connecting the app to the car, follow the advice under “Service”.

BEV = Battery Electric Vehicle

TCAM = Telematics and Connectivity Antenna Module

IHU = Infotainment Head Unit



CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6K	Mobile applications Volvo On Call/Activation problems
6L	Mobile applications Volvo On Call/Heater does not start
6M	Mobile applications Volvo On Call/No information from the vehicle
6N	Mobile applications Volvo On Call/Other communication problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	EC	E400V5					2021-9999		-	202037-999952
536	ED	E400V6					2021-9999		-	202037-999952
536	EF						2021-9999		-	202037-999952

SERVICE:

Make sure that car is updated to latest software status (see TJ 31543).

After the software update, the car must be in usage mode DRIVING (start the car).

Verify that the LATEST mobile app version is downloaded on the customer's phone and that Bluetooth is switched ON in the phone.

NOTE: Automatic update is not working for this app so the customer has to manually update the app or delete and re-install the app to ensure it is the latest.

The phone should NOT be connected via Bluetooth (phone, media) to the car during the pairing process.

After software download, it could take up to 36 hours before it is possible to pair the app and all functions are available.

This is due to synchronization towards the cloud.

Carefully follow all the steps in the pairing instructions in the app

Select the Admin profile in the center display, go to "add an account", and login with your Volvo ID. Go to Settings/profiles/volvo privacy settings/Volvo on call. Set this setting to ON.

To be able to pair your App with your Volvo, **all of the vehicle's keys must be in the car** (put them in the rearmost center console cup holder - closest to the storage compartment, where the back up antenna is situated).

If customer has lost a key, that key must be deleted from the car via VIDA before the pairing is possible.



Ensure your car has “open sky”, i.e. not parked in a garage etc. that can prohibit Mobile Data Connection or GPS reception to the car.

Ensure internet is working in the car, e.g. open up Google Maps in the center display to check if there is an internet connection to the car

IMPORTANT: The first device to be paired must be done from the car’s ADMIN profile.

If it is still a problem to pair the app, try the following steps one by one, beginning a new attempt to pair the app between each step:

1. Perform a TCAM reset using VIDA (components / TCAM / Diagnostic Sequences / “TCAM reset”).
2. Perform an IHU factory reset in car (make sure that “ADMIN” profile is selected). This will clear some of the customers settings, and you may have to acknowledge terms and conditions again.
3. Perform a reload of the IHU and TCAM certificates (“change market certificates”), software part number: 31676058.

If the pairing of the app was successful, but the app is lacking functionality, it may be because the car has been updated recently.

If so, please wait up to 36 hours for full functionality.

DO NOT ERASE THE APP FROM THE PHONE IN ATTEMPT TO FIX THE PROBLEM.

- Erasing an already paired app will result in the app and the car being un-synchronized. This can only be solved by a TCAM reset using VIDA (#1 above)

Warranty claim info:

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

VST OP number: 99925-2

99925-2 General reimbursement according to TJ/QB

VST Operation Number

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 needed”, use function group 3970.