



Technical Journal

TITLE:

TCAM Replacement, Software Download Method

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TJ 35758.4.0

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Car USA

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2021-09-13

STATUS DATE:
2021-09-23

FUNC GROUP:
3979

FUNC DESC:
Miscellaneous

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“Right first time in Time”

Rows beginning with * are modified

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

DESCRIPTION:

* This TJ is rewritten in its entirety

Due to an issue with reloading replacement TCAMs, there is a temporary workaround to be able to get the TCAM loaded correctly.

If a TCAM unit needs to be replaced, please contact Retailer Technical Support (RTS) by submitting a Vehicle Report, Support Needed (see below)

A permanent solution to avoid this will be launched during 2021 quarter 4.

TCAM = Telematics and Connectivity Antenna Module

CMQ = Current Model Quality

SW = Software



CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
6O	Mobile applications Polestar Connect/Communication problems
6K	Mobile applications Volvo On Call/Activation problems
1C	Service/repair/Administrative and Factory scheduled maintenance
2V	Technician information/Software/Vehicle communication/Not for warranty use

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
536	ED	E400V6					2021-9999		-	202037-999952

SERVICE:

Procedure to get a new TCAM reloaded:

NOTE: All the part numbers below need to be ordered MANUALLY, they will not show in VIDA software lists.

1. Install the new TCAM hardware
2. Make a NEW read out of the car with VIDA
3. Send the Vehicle Report (see below instructions). RTS will then adapt some data in the central server. Downloading without the adaption by RTS will result in the error message "*Error 136 – No package was created for...*"

When RTS confirms that the adaption is done, continue with loading:

4. Order and Download "CMQ TCAM fix" SP for the vehicle listed:

V90/V90CC	32267736 CMQ TCAM FIX
XC60	32319427 CMQ TCAM FIX
S90	32319463 CMQ TCAM FIX
XC40	32319500 CMQ TCAM FIX

5. Order a "TCAM RELOAD CMQ FIX" SP for the vehicle listed:

V90/V90CC	32319438 TCAM RELOAD CMQ FIX
XC60	32319429 TCAM RELOAD CMQ FIX
S90	32319465 TCAM RELOAD CMQ FIX
XC40	32319510 TCAM RELOAD CMQ FIX



NOTE: When downloading "TCAM RELOAD CMQ FIX", a message will pop up "*The node has special SW do you want to overwrite*": Click *Continue/OK*

After "TCAM RELOAD CMQ FIX", continue with a Total Upgrade (TJ 31543)

Warranty claim info:

No warranty claim accepted for RTS involvement as described in this journal.

The Software Products listed above are free of charge.

TCAM claim to be handled separately.

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 3979.