



Technical Journal

TITLE:

Over The Air Software Update (OTA), failed installationREF NO:
TJ 35898.1.1ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2021-06-25STATUS DATE:
2021-09-29FUNC GROUP:
3018FUNC DESC:
Software**Page 1 of 2****“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:

If an Over The Air Software Update (OTA download) fails and the car is transported to a workshop, please follow fault tracing and diagnostic advice under “Service”.

OTA = Over The Air

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
52	Remote update/Does not work
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
536	ED	E400V6					2021-9999		0000001-0999999	202037-999952



SERVICE:

Connect VIDA, and read out the car.

Check which control units are not in Default mode: use Software Installation tab in VIDA, *Advanced Test* button.

Check which control units are responding/not responding: click *Enable Programming Mode* and observe the Mode for the various control units.

Click *Reset* to exit Programming Mode

Try to download a *Total Upgrade*

If nodes are still not responding, try to do a 12V battery reset, and check again.

If the issue is fixed with a battery reset, see instructions under Vehicle Report

If you still cannot get the nodes to respond, please contact Retailer Technical Support for support following Vehicle Report instructions below.

Warranty claim info:

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

VST op number 36004-2, CSC 52

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 Needed", use function group 3018.

If you *are* able to fix the issue with a battery reset, please submit a Vehicle Report with Concern Area "Support Not Needed" and, if possible, include VIDA diagnostic log files.