VOLVO CAR
SERVICE AND PARTS BUSINESS

Technical Journal

TITLE:
Convert Care Key to standard key

REF NO: TJ 35978.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: **United States and Canada**
PARTNER: **3 US 7510 Volvo Car USA**	ISSUE DATE: **2021-08-30**	STATUS DATE: **2021-09-10**
FUNC GROUP: **3666**	FUNC DESC: **Access (central locking & remote)**	**Page 1 of 2**

"Right first time in Time"

Rows beginning with * are modified
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DESCRIPTION:
New Software Products (SP) have been developed to convert a Care Key to a standard key.
After the download, the Care Key will have no restrictions and it will be possible to connect a driver profile to the key.

*_NOTE_: *All* model year 2022+ vehicles will arrive with the Care Key function disabled. The instructions below should only be used on MY22+ vehicles if the customer wishes to have Care Key functionality *activated* (see "Returning/Activating Care Key Functionality") under Service.

CSC Customer Symptom Codes

Code	Description
VZ	Locking/unlocking/Other central locking problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2021-9999		-	202020-999952
225							2021-9999		-	202020-999952
227							2021-9999		-	202020-999952
235							2021-9999		-	202020-999952

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
236							2021-9999		-	202020-999952
238							2021-9999		-	202020-999952
246							2021-9999		-	202020-999952
256							2021-9999		-	202020-999952
536							2021-9999		-	202020-999952

SERVICE:

To convert a Care Key to a standard key, use one of the following software part numbers depending on car model:

XC40	SP: 32364504 CARE KEY CONVERSION
V90/V90CC	SP: 32364505 CARE KEY CONVERSION
S90	SP: 32364506 CARE KEY CONVERSION
XC90/XC60	SP: 32364507 CARE KEY CONVERSION
S60/V60/V60CC	SP: 32364508 CARE KEY CONVERSION

After the software has been downloaded, the Care Key will have the same functionality as a standard key.

Returning/Activating Care Key Functionality

If the customer wishes to have the Care Key functionality back, simply erase and re-program ALL keys. This will re-enable the Care Key functions.

*Note!!! If all keys are re-programmed to the vehicle for *any* reason, **the Care Key will revert to its previous Care Key functionality**. If this is done, the above SP will need to be downloaded again in order to convert the Care Key back to a standard key.

Warranty claim info:

The software products listed are free of charge and do not need to be billed out.

To get a warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 08965 *"Care key Conversion TJ 35978"* (0.3hr)

VST Operation Number

VST Operation Number	Description
08965	Care key Conversion TJ 35978

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 3666.