

Technical Journal

TITLE:

Vehicle cannot receive OTA updates

REF NO: TJ 36139.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-03-28	STATUS DATE: 2022-03-30
FUNC GROUP: 3018	FUNC 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 the vehicle has been marked for a Complimentary upgrade in *Warranty Inquiry* screen, please follow instruction under “Service”.

Complimentary upgrade

For those vehicles identified by Volvo Cars centrally as not suitable for OTA, the Complimentary Upgrade is necessary to have these vehicles’ software baseline updated to ensure OTA availability in the future.

Please note:

This Complimentary Upgrade is not released to resolve any other customer issues.

OTA = Over The Air software update

CSC Customer Symptom Codes

Code	Description
1C	Service/repair/Administrative and Factory scheduled maintenance
3L	Technician information/Repair information/Not for warranty use

DTC Diagnostic Trouble Codes

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
235							2022-9999		0000001-0999999	202122-999952
236							2022-9999		0000001-0999999	202122-999952
238							2022-9999		0000001-0999999	202122-999952
246							2022-9999		0000001-0999999	202122-999952
536							2021-9999		0000001-0999999	202037-999952
539							2022-9999		0000001-0999999	202139-999952

Service:

Perform a *Total Upgrade* per TJ 31543

If the *Total Upgrade* cannot be performed, perform standard fault tracing with VIDA or contact Retailer Technical Support as needed.

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, CSC 52, Cause Code 97

<u>Model</u>	<u>Software part number</u>
XC40/C40	31676056
S90	31472405
V90/V90CC	31654144
XC60	31483292

Note

If the car is scheduled for routine maintenance service, a *Service 2.0* upgrade should be performed.

Do not claim Complimentary Upgrade if Service 2.0, is performed.

Marking of cars performed at Service 2.0 will be handled centrally.

VST Operation Number

VST Operation Number	Description
36004 - 2	Software control module downloading

VEHICLE REPORT:

n/a