

Technical Journal

TITLE:

Cannot lock/unlock vehicle with remote control key

REF NO: TJ 36195.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-03-28	STATUS DATE: 2022-04-29
FUNC GROUP: 3666	FUNC DESC: Access (central looking & remote)	Page 1 of 5	

“Right first time in Time”

Attachment

File Name	File Size
Backup Position SPA.JPG	0.0517 MB
Backup position XC4&C40.JPG	0.0454 MB
Mechanical location.jpg	0.0217 MB

DESCRIPTION:

If experiencing the below described symptoms, please see advice under “Service”.

Symptoms:

1. Cannot Lock/unlock vehicle with the “RCK”, but vehicle can be unlocked with the mechanical key blade located inside the “RCK” (see attachment “**Mechanical location**”).
2. If symptom nr “1” has been confirmed and starting the vehicle with the “RCK” in the backup position and DIM message stating “Key not found”. (See picture for backup position location)
3. The vehicle can be started with the “RCK” in the backup position located in the tunnel console, while having DIM message “SOS E-call service required”.(see attachments “Backup position”)
4. No communication when attempting to connect/readout vehicle with VIDA.

NOTE: This TJ is only applicable for vehicles with a TCAM unit.

DIM = Driver information Module

TCAM = Telematics and Connectivity Antenna Module

VC app = Volvo Cars Application

BUB = Back up Battery

RCK = Remote Control key

Technical Journal 36195.1.0

CSC Customer Symptom Codes

Code	Description
UH	Locking/unlocking/Central locking does not work
VZ	Locking/unlocking/Other central locking problems
IJ	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	U201F00	Permanent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2022-9999		-	202122-999952
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
536	EF	E400V2					2022-9999		-	202146-999952
539							2022-9999		-	202139-999952

Service:

Volvo Cars are aware of the symptoms described in this TJ. No time plan for a solution is yet available. If any of the symptoms described under “Description” is present please make the TCAM powerless by removing TCAM fuse + the BuB connector.

If pulling TCAM fuse + BUB connector, did not improve the symptom, please send a vehicle report “Support needed” attached with the filled “Customer Questionnaire” below.

Customer Questionnaire:

- How long has the vehicle been locked/unlocked since the last known functioning time?
- Has the VC app been used during the time the vehicle has had any of the described symptoms? (ex: able to view the car status, send climate commands)
- Under which conditions was the vehicle parked? (ex: underground parking, garage, location with a good/bad network)
- Has the customer experienced any other vehicle issues during the time any of the described symptoms appeared?
- Other information?

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 09804

Technical Journal 36195.1.0

VST Operation Number

VST Operation Number	Description
09804	TCAM fuse + BuB disconnect + VR acc. to TJ 36195

VEHICLE REPORT:

Yes, please submit a Vehicle Report with the answers to the “Customer Questionnaire” in the TJ. Use concern area “Vehicle Report” and sub concern area “Support needed”, use function group 3666.

To view TJ attachments continue to next page. This TJ has three attachments.



