

Service Manager Bulletin

TITLE:

3G Network Sunset

GROUP:

00

NO:

035

ISSUING DEPARTMENT:

Product and Technology

CAR MARKET:

United States

REVISIONS:

New Software number added

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“Right first time in Time”**Summary:**

The upcoming 3G network sunset, starting February 21, will affect connected 2015-2017 Volvo models causing cars with 3G modems to lose connected services. Impacted services include infotainment apps, SOS and On Call in-car services, and Volvo Cars app remote services. A customer upgrade program will be made available and rolled out over time based on hardware availability.

Affected cars:

- 2015-2017 XC60
- 2015-2017 S60
- 2015-2016 S80
- 2015-2017 V60
- 2015-2016 XC70
- 2016 XC90

The ability to upgrade to a 4G modem will be made available for all affected models.

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The upgrade program for XC60, S60, S80, V60 and XC70 is now available. A CRM communication will go out to customers who have indicated they are interested in the upgrade. Due to the global semi-conductor shortage the availability of the hardware is limited at this time. The upgrade includes a modem upgrade and TEM reload. Customers who upgrade will also be eligible for a 2 year complimentary subscription to the Volvo Cars app. **The XC90 customers will be notified once the XC90 upgrade solution becomes available.**

Details for XC60, S60, V60:

Hardware

TEM 4G Modem (Control Unit) Product number 36011532

Software

Software: TEM Reload Product number 31288000

Details for S80, XC70:

Hardware

TEM 4G Modem (Control Unit) Product number 36011532

Software

Software: TEM Reload Product number 30732999

The installation takes 1 hour +/- 20 minutes depending on model and platform. **Refer to VIDA for installation instructions.**

The 2-year complimentary Volvo Cars app subscription that a customer receives once upgrading to the 4G modem is **NOT automatically processed** and requires the retailer to complete the manual process detailed below for the subscription to take effect. Additionally, if the customer was not previously paired or if their pairing has been removed due to an expired subscription, the retailer will need to **re-pair the vehicle to the App via the VIDA process.**

To add the 4G upgrade complimentary subscription, follow the below steps*:

1. Navigate to the retailer portal (retailers.volvocars.biz) and select the “Volvo on Call Renewal Portal” option from the navigation menu in the top left.
2. On the resulting page, enter the customer’s VIN and click the “Next” button.
3. You will be presented with all subscription offers available at retailers for this vehicle. Select the one corresponding to the 24 Month 4G Upgrade Offer. If the offer is not present the vehicle is either not one affected by the 3G sunset or it has already been applied.

Subscriptions	
24 Month 4G Upgrade Offer	\$0.00 USD >
12 Month Extension (\$200.00 MSRP)	\$140.00 USD >

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4. After completing the steps, the subscription will automatically be added for the selected vehicle.

**The ability to add the 4G upgrade Volvo Cars app subscription will be made available in the retailer portal (retailers.volvocars.biz) soon.*

Once the subscription has been added:

The retailer should check the vehicle's Volvo Cars App pairing status by entering the VIN in VIDA to determine if the customer is paired. If the vehicle is not paired, you should work with the customer to complete the App Pairing Process as if they were a new customer. If the vehicle is paired, please verify functionality with the customer as it may be necessary to remove and re-pair the customer in VIDA.

If you experience any issues with this process or have any questions, please contact the Connected Car Team at: concarus@volvocars.com

Note: Once completed make sure that connected services are activated and tested.

The XC90 solution includes a modem upgrade and a wiring harness. Production of the wiring harness is starting soon. Once available, we will share further information.

For future information on the latest 3G updates please visit [Volvo Cars Retailer Portal](#) and the [Product Hub](#) where the latest information will be posted. Customer information is made available on the Customer Support Site.

What can retailers do to support this?

Please ensure all retailer personnel have access to the FAQ document Service Manager Bulletin 00-036 to answer any customer questions.