VOLVO

Service and Parts Business

Technical Journal

TITLE:

Cannot lock/unlock vehicle with remote control key

REF NO: TJ 36195.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-05-02	STATUS DATE: 2022-05-11
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

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:
If experiencing the below described symptoms, please see advice under "Service". **Please read entire TJ.**

<u>Symptoms:</u>

1. Cannot Lock/unlock vehicle with the "RCK", but vehicle can be unlocked with the mechanical key blade located inside the "RCK" (see attachement "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 consol, while having DIM message "SOS E-call service required".(see attachements "Backup position")
4. No communication when attemting 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

CSC Customer Symptom Codes

Code	Description
UH	Locking/unlocking/Central locking does not work
VZ	Locking/unlocking/Other central locking problems
1J	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
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 is aware of the symptoms described in this TJ. **Please read entire TJ.**

*Temporary solution is now available.

*If any of the symptoms described under "Description" is present please make the TCAM powerless by removing TCAM fuse (Min 10 minutes)+ the BuB connector. (Reinstall the fuse and reconnect the BuB) then download the software shown below.

*Please send a vehicle report "Support not needed" attached with the filled "Customer Questionnaire" below. **Note: Vehicle report must be submitted to claim this TJ.**

Important: Download total upgrade (If available) then download the applicable SW from the list below.

V90, V90CC = 32267736
XC60, XC90 = 32319427
S90L = 32319463
XC40, C40 = 32319500

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

VST Operation Number

VST Operation Number	Description
09804	TCAM fuse + BuB disconnect + VR acc. to TJ 36195
36004-2	SW control module downloading

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 not needed", use function group 3666.

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

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