

Technical Journal

TITLE:

TCAM Rebooting, VIDA Cannot maintain connection, Loss of connectivity

REF NO: TJ 36254.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-04-27	STATUS DATE: 2022-05-06
FUNC GROUP: 3970	FUNC DESC: Mobile data services	Page 1 of 6	

“Right first time in Time”

Attachment

File Name	File Size
TJ 36254.jpg	0.0165 MB
TJ Instruction_36254_Locating TCAM Hardware Part Number.pdf	0.4589 MB

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

NOTE: the following only applies to vehicles equipped with a TCAM unit with a specific Hardware Part number: 32364074

To locate the Hardware Part Number that is in the vehicle, follow the instructions in the attachment *TJ Instruction_36254_Locating TCAM Hardware Part Number*

The TCAM can enter a state where it will continuously reboot itself. When this occurs one or more of the symptoms below can be observed:

- VIDA will not maintain a connection via ethernet cable or WiFi – the Connection status indicator at the top of the VIDA screen will cycle between Green (connected) and Red (not connected) every 40-60 seconds.
- The vehicle/VIN may not show in VIDA
- The TCAM may appear to be stuck in Programming Mode in the VIDA Advanced Test screen.
- Customer complaint that there is no internet connection and the signal indicator at the top left of the CCD is blank with an “x”.

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Avoid any type of factory reset of the TCAM and/or infotainment system to prevent the continuous TCAM reboot.

For example, do not perform any of the following reset methods:

- In-car Settings menu – Factory Reset
- VIDA Diagnostic Sequence “TCAM Reset,”
- The TCAM Backup Battery charging sequence (prompt to reset TCAM)

See instructions under Service for repair information.

TCAM = Telematics and Connectivity Antenna Module

CCD = Center Console Display

CSC Customer Symptom Codes

Code	Description
22	Diagnostic communication/Wired diagnostic connection to vehicle does not work
23	Diagnostic communication/WiFi diagnostic connection to vehicle does not work
EM	Internet Connection/Does not work

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
236							2022-2022		-	202148-202212
238							2022-2022		-	202148-202212
246							2022-2022		-	202148-202212
536	ED	E400V6					2021-2022		-	202149-202212
539							2022-2022		-	202149-202212

Service:

Once the TCAM enters this state, it will not be possible to recover it and replacement is necessary.

A future software update will prevent this from occurring. Timing is not yet available.

The issue has been fixed by the supplier and in production as of structure week 2022w13. Updated parts can be identified by a red or black dot marking on the underside of the TCAM (see attachment).

NOTE: Un-marked spare parts can still be installed without issue. However, **avoid factory resetting these TCAMs as described above in the Description.**

Should a TCAM with Hardware Part Number 32364074 that is marked as indicated above exhibit the symptoms in the Description section, please submit a Vehicle Report following the guidelines below and proceed with replacement of the unit.

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Warranty claim info:

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

VST Op number: 39744-2 and applicable CSC

VST Operation Number

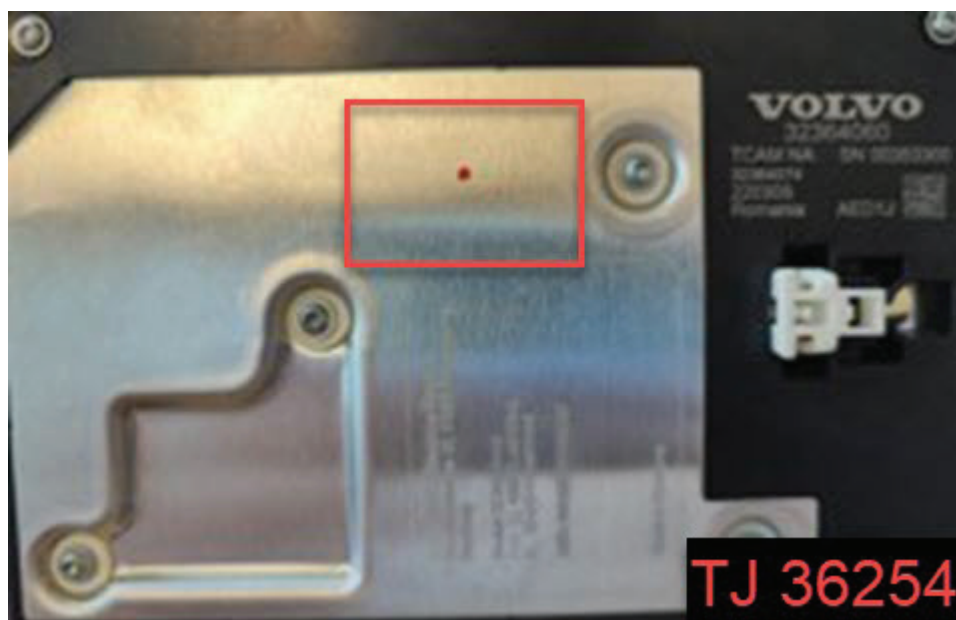
VST Operation Number	Description
39744-2	Control module, remote communication replace

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 not needed", use function group 3970.

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

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Volvo Car Customer Service	
TJ Instruction	
TJ No 36254	
Date April 27, 2022	
Title	Locating TCAM Hardware Part Number

Method 1

The hardware part number is listed in the ECU Identification tab of the Components screen for TCAM.

VIDA

Home XC60 (18-), 2022, B420T, AWF8G5... X

Planning & Diagnostics Software Installation Information Service Journals

Model/Year/Cha...: XC60 (18-), 2022, 900821

Customer Name: List: ...

Readout (Latest) 4/14/2022 9:59:10 AM

Wiring Diagrams Parameters Activations Diagnostic Sequences Images ECU Identification

ECUs	Other
ID	Name
4/211	Restraint Module Left (RML)
4/212	Restraint Module Right (RMR)
4/126	Side Obstacle Detection Control Module Left (SODL)
4/127	Side Obstacle Detection Control Module Right (SODR)
4/68	Steering Angle Sensor Module (SAS)
4/247	Steering Wheel Module (SWM)
4/176	Supplemental Restraint System Module (SRS)
4/313	Telematics and Connectivity Antenna Module (TCAM)
4/28	Transmission Control Module (TCM)
4/338	Vehicle Computational Unit 1 (VCU1)
4/314	Vehicle Gateway Module (VGM)
4/249	Wide Angle Vision Module (WAM)
4/312	Wireless Phone Charger (WPC)

Serial Number	00074049
Hardware Number	32334155 AA
Diagnostic Number	31654970 AT
Software Number	32387046 AN
Software Number	32387047 AN
Software Number	32387049 AN
Software Number	32387050 AN
Software Number	32334837 AA
Software Number	32334838 AA
Software Number	32334839 AA
Software Number	32334840 AA
Software Number	32334841 AA
Software Number	32334842 AA

Client Version: 22.5.1.140 Help

Method 2

If the Components screen cannot be reached due to lack of connection, the Hardware Part number can be read from the most recent vehicle readout:

The screenshot shows the VIDIA software interface. At the top, the VIN is YV4062RM4N1900821. A red arrow points to the VIN with the text "Click VIN to view Vehicle Details". Below this, the "View Details" window is open, showing tabs for "Vehicle Details", "VOC Details", "Hardware and Software", "Variant Attributes", and "Options". A red arrow points to the "Hardware and Software" tab with the text "Select Hardware and Software". Below the tabs, a table lists components with columns for Control Module, Part No., Hardware Serial No., and Software Part No. The TCAM component is highlighted with a red box, and a red arrow points to its Part No. (32334155) with the text "Locate TCAM Hardware Part No.". The table data is as follows:

Control Module	Part No.	Hardware Serial No.	Software Part No.
SODR	32340781	000012327531	32340784 32340106 32340785 32340786
SRS	32221255	000001482634	32346070 32346464 32381379
SWM	31443891	000011907411	32266024 32334837 32334838 32334839
TCAM	32334155	000000074049	32334841 32334842 32387046 32387047 32387049 32387050
TCM	32240940	000011103105	32138639 32252985 32317010
VCU1	32316183	000050678979	32350048 32350397 32350398 32350399