

Technical Journal

TITLE:

Cannot lock/unlock vehicle with remote control key

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|--|--|--|-----------------------------------|
| REF NO: TJ 36195.1.2 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7510 Volvo Car USA | | ISSUE DATE: 2022-05-19 | STATUS DATE: 2022-05-23 |
| FUNC GROUP: 3666 | FUNC DESC: Access (central looking & remote) | Page 1 of 8 | |

“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 |
| TJ 36195 Fuse Locations.pdf | 0.3561 MB |

Rows beginning with * are modified

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

DESCRIPTION:

- * This TJ has been rewritten in its entirety
- * Additional information for PHEV/BEV vehicles.
- * Vehicle Report requirement changed

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

If experiencing the below described symptoms, please see advice under “Service”. **Please read entire TJ.**

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 #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)

Technical Journal 36195.1.2

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.

***Symptom for PHEV/BEV vehicles:**

5. If Symptom #1 has been confirmed and the vehicle cannot be started with the “RCK” in the backup position due to not being able to disconnect the charging cable.

DIM = Driver information Module

TCAM = Telematics and Connectivity Antenna Module

VC app = Volvo Cars Application

BUB = Back up Battery

RCK = Remote Control key

*BEV = Battery Electric Vehicle

*PHEV = Plug-in Hybrid Vehicle

*SP = Software Product

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 |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 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:

*Temporary solution is now available. A permanent software solution will be made available early Q3 2022.

TCAM Reset Method + Temporary SW Fix

*If any of the symptoms described under “Description” is present please make the TCAM powerless by removing TCAM fuse (Min 10 minutes) and the BuB connector.

Reinstall the fuse and reconnect the BuB

NOTE: The BuB MUST be reconnected BEFORE re-inserting the fuse.

TCAM Fuse Location (see attachment *TJ 36195 Fuse Locations.pdf*):

S90/S90L/V90/V90CC/XC60: CF39

XC40 BEV/C40: CF27

Temporary Software Fix:

Once the TCAM is reset, download a Total Upgrade (If available), then download the applicable SW from the list below to prevent the symptom from re-occurring.

V90, V90CC = 32267736

XC60, XC90 = 32319427

S90L = 32319463

XC40, C40 = 32319500

NOTE: the special SP's above are free of charge and should NOT be claimed under warranty

***PHEV/BEV: For removal/disconnection of the charging cable, please follow below steps:**

PHEV

1. Unlock the vehicle with the mechanical key blade inside the “RCK”.
2. Place the “RCK” in the backup position (see attachments for locations).
3. Turn the ignition switch.
4. If the vehicle “wakes up,” Press the central unlock button according to attachment (Visualization of the steps in attachment TJ-36195 PHEV.jpg)

BEV

1. Unlock the vehicle with the mechanical key blade inside the “RCK”.
2. Place the “RCK” in the backup position.
3. If the vehicle “wakes up” Press the central unlock button according to attachment. (Visualization of the steps in attachment TJ-36195 BEV.jpg)

Technical Journal 36195.1.2

Customer Questionnaire:

* ONLY if the “TCAM reset method” above does not restore “RCK” function, please send a vehicle report “Support needed” along with the completed “Customer Questionnaire” below.

- 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?
- Did the vehicle receive any new software prior to the occurrence of the symptom?
- 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 - TCAM fuse + BuB disconnect + VR acc. to TJ 36195

DO NOT attempt to claim the special SPs in warranty as they are free of charge.

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:

If the “TCAM reset method” above has no effect, please submit a Vehicle Report along with with the completed “Customer Questionnaire”, 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 four attachments.



Technical Journal 36195.1.2



S90/S90L/V90/V90CC/XC60, Central Junction Box, Fuse CF39



