VOLVO Service and Parts Business

Technical Journal

TITLE:

WPC not working after software download, DTC B15C887

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:	
TJ 36310.1.0	Technical Service	United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-07-07	STATUS DATE: 2022-07-12
FUNC GROUP: 3942	FUNC DESC: Mobile telephone	Page 1 of 2	

"Right first time in Time"

DESCRIPTION:
If the wireless phone charger (WPC) does not work after software download via OTA or VIDA and DTC CEM B15C887 is set, follow advice under Service.

This does not concern BEV cars.

CSC Customer Symptom Codes

Code	Description
35	Power outlet/Wireless phone charger does not work
7S	Cellular phone/Other cellular phone problems

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	B15C887	Intermittent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536							2022-9999		-	202218-999952

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SERVICE:
Do not replace any part or start fault tracing.

Perform a reset of CEM. (Software tab ->Advanced test ->Select CEM ->Click reset)

Check if the WPC is charging a phone now. When OK, erase DTC.

(The reason is that CEM may in rare cases get stuck in PROG mode instead of returning to DEFAULT mode when finished software download).

Warranty claim info:
To get warranty claim accepted for a job described in this TJ, please use the attached VST OP number.

VST Operation Number

VST Operation Number	Description
99923-2	General reimbursement acc. to TJ

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 3942.