

Technical Journal

TITLE:

Cannot lock/unlock vehicle with remote control keyREF NO:
TJ 36195.11.0ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2022-09-16STATUS DATE:
2022-09-19FUNC GROUP:
3666FUNC DESC:
**Access (central looking &
remote)****Page 1 of 7**

“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 BEV.jpg	0.4111 MB
TJ-36195 PHEV.jpg	0.3482 MB

Rows beginning with * are modified

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

DESCRIPTION:***TJ rewritten in its entirety.**

If experiencing the below described symptoms, please see advice under “Service”.

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)
3. The vehicle can only be started with the “RCK” in the backup position located in the tunnel console (See attachment “**Backup Position**” for backup location)
4. No communication when attempting to connect/readout vehicle with VIDA.

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Symptom for PHEV/BEV vehicles:

1. 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.

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

DIM = Driver information Module

TCAM = Telematics and Connectivity Antenna Module

BUB = Back up Battery

RCK = Remote Control key

SW = Software

BEV = Battery Electric Vehicle

PHEV = Propulsion Hybrid Electric vehicle

P/N = Part Number

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

SERVICE:

Perform below methods in an ascending numerical order:

1. TCAM reset method:

If any of the symptoms described under “Description” is present please make the TCAM powerless by removing TCAM fuse + TCAM BUB connector for approximately 30 sec, before reconnecting the TCAM BUB connector and the TCAM fuse. NOTE: Make sure to connect the TCAM BUB first before re-inserting the TCAM fuse.

TCAM FUSE:

XC90/S90/S90L/V90/V90CC/:CF39

XC60/S60/V60/V60CC: CF39

XC40/C40:CF27

2. SW rollback method:

After performing step 1, “TCAM reset method”, please follow below steps to rollback the vehicle software with the “CMQ TCAM FIX” SP.

Connect vehicle to VIDA and readout.

Go to the Software installation tab at the top of the VIDA window.

Select “Manual Order” and write the SP P/N that is applicable to the connected vehicle from the “CMQ TCAM FIX P/N” list.

When prompted with the “Order reference” window, type: “TJ-36195” and press OK to commence download and then installation.

CMQ TCAM FIX P/N:

S90/V90/V90CC: 32267736 CMQ TCAM FIX

S60/V60/V60CC: 32319486 CMQ TCAM FIX

XC90/XC60: 32319427 CMQ TCAM FIX

S90L: 32319463 CMQ TCAM FIX

XC40/C40: 32319500 CMQ TCAM FIX

NOTE:

1. The “CMQ TCAM FIX” is free of charge.
2. The SP “CMQ TCAM FIX” reverses the vehicle software to the previous state therefore features, improvements and bug fixes implemented in 1.9, 2.0, 2.1 and 2.2 could be lost.

This includes:

Car position and quality improvements for both remote features and Digital Key.

Car controls, battery, climate and lock/unlock, may be unstable and/or unresponsive.

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

- **PHEV:** 1. Unlock the vehicle with the mechanical key blade inside the “RCK”. 2. Place the “RCK” in the backup position. 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 release the cable message in the CSD (visualization of the steps in attachment TJ-36195 BEV.jpg).

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, following data must be used:

Failing Part: No parts allowed in this job

VST OP number: 36004 Total upgrade, 99925 General reimbursement acc. to TJ/QB

Note that the TJ number must be stated in repair order text!

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VST Operation Number

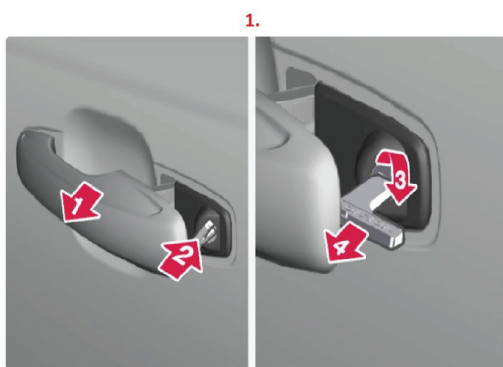
VST Operation Number	Description
99925-2	General reimbursement acc. to TJ/QB

VEHICLE REPORT:

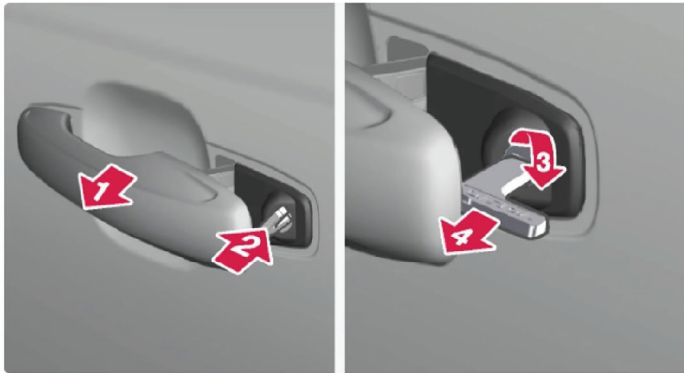
If vehicle has **not** been improved by following the advice under “Service”, please submit a Vehicle Report. Use concern area “Vehicle Report” and sub concern area “Support needed”, use function group 3666.

To view TJ attachments continue to next page. TJ has five attachments.





1.



2.



3.



4.



TJ-36195