VOLVO

Service and Parts Business

Technical Journal

TITLE:
Connectivity services activation - PSIM issues

REF NO: **TJ 35902.1.2**	ISSUING DEPARTMENT: **Technical Service**	CAR MARKET: **United States and Canada**	
PARTNER: **3 US 7510 Volvo Car USA**		ISSUE DATE: **2022-12-07**	STATUS DATE: **2022-12-19**
FUNC GROUP: **3970**	FUNC DESC: **Mobile data services**	**Page 1 of 6**	

"Right first time in Time"

Attachment

File Name	File Size
TJ_35902_PSIM.jpg	0.2798 MB
VIN not found on AT&T-First Network Attach.pdf	0.2170 MB

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

DESCRIPTION:

PSIM = Personal Subscriber Identity Module

PUK = PSIM Unlock code

This TJ can be used as a guide when dealing with various issues with activating connectivity services in the car related to the PSIM card.

CSC   Customer Symptom Codes

Code	Description
KA	Cellular phone/SIM card not accepted
EM	Internet Connection/Does not work
KO	Wifi hotspot 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
224							2019-2022		-	201835-202221
225							2019-2022		-	201835-202221
234							2017-2017		-	201617-201716
235							2017-2022		-	201620-202221
238							2017-2022		-	201646-202221
246							2018-2021		-	201717-202121
246							2018-2021		-	201717-202221
256							2016-2022		-	201505-202221
536							2019-2021		-	201846-202121

SERVICE:
See instructions under Vehicle report for contacting Retailer Technical Support (RTS) to speed up resolution of various PSIM issues.

VEHICLE REPORT:
Yes, please submit a Vehicle Report following the guidelines for the appropriate situation described below. Use concern area "Vehicle Report" and sub concern area "Support Needed", use function group 3970.

<u>*PSIM Card is missing from the vehicle:</u>

~~RTS can overnight ship a PSIM card to your retailer.~~

~~Please create a TIE Vehicle Report requesting a PSIM card and include:~~

- ~~Parts manager's name~~
- ~~Retailer address~~
- ~~A contact phone number~~

THE INFORMATION ABOVE HAS BEEN INTENTIONALLY STRUCK OUT AND REPLACED WITH THE PROCESS BELOW

Replacement PSIM cards can now be ordered directly from Volvo Parts **<u>without</u>** the need for a Vehicle Report.

1. Order a replacement PSIM card PN: 8640806
2. Follow steps 1-5 in the attached document "VIN not found on AT&T-First Network Attach.pdf"
3. The PSIM and VIN will be automatically added to the AT&T system. The vehicle can be released at this point as the process is handled on the backend.

<u>VIN is not recognized on the AT&T website for a data plan:</u>

First, make sure that the car modem is turned on by following steps 1-5 in the attached document "VIN not found on AT&T-First Network Attach.pdf"

If, after waiting 10 minutes, the VIN is still not recognized, create a TIE Vehicle Report and attach a clear photo of the PSIM card with the serial number showing (see attached example *TJ_35902_PSIM.jpg*)

RTS will have the VIN and PSIM added to the AT&T system.

The vehicle can be released at this point as the process is handled on the backend.

<u>PUK Code requested or the PSIM is locked:</u>

No additional information required. Please open up a TIE Vehicle Report for the affected vehicle with the request in the title.

To view TJ attachments continue to next page. This TJ has two attachments.
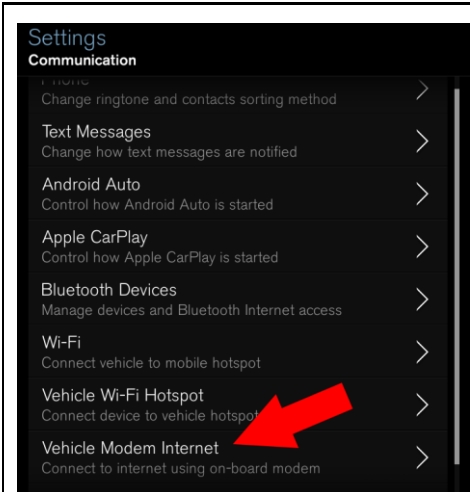
VIN NOT FOUND ON AT&T / FIRST NETWORK ATTACH
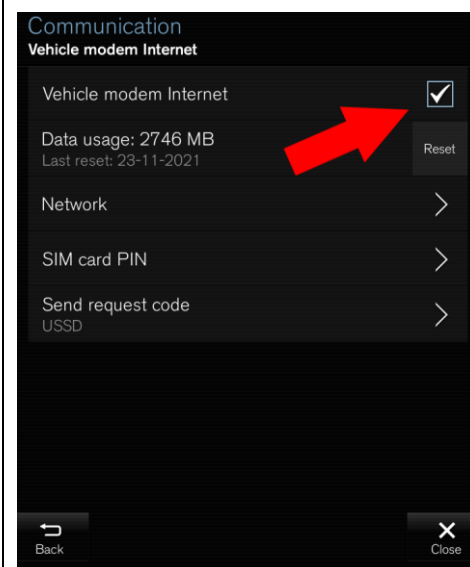
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The purpose of this document is to provide instruction on which steps should be taken in the event the customer see's the following error on the AT&T website. This process is called "First Network Attach (FNA)." Before beginning, please make sure the vehicle has a clear path to the sky. (URL: https://www.att.com/volvo)

Settings	1. Pull the down from the top of the screen and tap "Settings"
Settings — My Car, Sound, Navigation, Media, Communication, Climate, System	2. Tap "Communication"
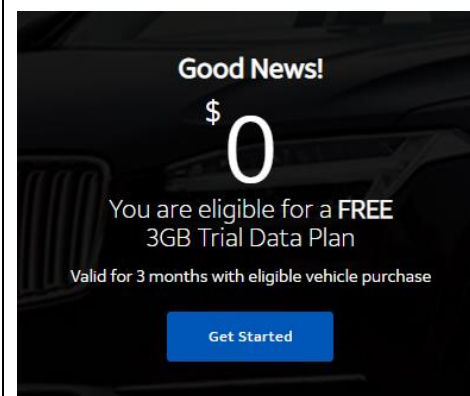
Settings Communication Phone Change ringtone and contacts sorting method Text Messages Change how text messages are notified Android Auto Control how Android Auto is started Apple CarPlay Control how Apple CarPlay is started Bluetooth Devices Manage devices and Bluetooth Internet access Wi-Fi Connect vehicle to mobile hotspot Vehicle Wi-Fi Hotspot Connect device to vehicle hotspot Vehicle Modem Internet Connect to internet using on-board modem	3. Tap "Vehicle Modem Internet"
Communication Vehicle modem Internet Vehicle modem Internet ☑ Data usage: 2746 MB Reset Last reset: 23-11-2021 Network > SIM card PIN > Send request code > USSD ↩ Back ✕ Close	4. Tap the "Vehicle Modem Internet" checkbox.
Good News! $0 You are eligible for a FREE 3GB Trial Data Plan Valid for 3 months with eligible vehicle purchase Get Started	5. Once the Vehicle Modem Internet is enabled it may take up to ten minutes for the VIN to become available on AT&T's website. https://www.att.com/volvo