

Technical Journal

TITLE:

OTA not available for customer

REF NO: TJ 35929.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-12-06	STATUS DATE: 2022-12-16
FUNC GROUP: 3000	FUNC DESC: Electric power supply; lighting; instrum	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

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

DESCRIPTION:

*New markets added.

This journal only applies to vehicles with an Android based Infotainment system (iCup).

If the customer claims that they are unable to receive software updates available via OTA, the problem might be that the “certificates” for the TCAM and IHU might be invalid.

If so, follow the advice under SERVICE.

OTA = Over The Air

TCAM = Telematics and Connectivity Antenna Module

IHU = Infotainment Head Unit

CSC Customer Symptom Codes

Code	Description
2L	Service/repair/Courtesy car
52	Remote update/Does not work
2V	Technician information/Software/Vehicle communication/Not for warranty use

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DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-2099		0000001-0999999	202222-999952
225							2023-9999		0000001-0999999	202222-999952
227							2023-9999		0000001-0999999	202222-999952
235							2022-9999		0000001-0999999	202122-999952
236							2022-9999		0000001-0999999	202122-999952
238							2022-9999		0000001-0999999	202122-999952
246							2022-9999		0000001-0999999	202122-999952
256							2023-9999		0000001-0999999	202222-999952
536							2021-9999		0000001-0999999	202037-999952
539							2022-9999		0000001-0999999	202139-999952

SERVICE:

To download new certificates:

1. If there is a TOTAL UPGRADE available in VIDA, perform a software upgrade in accordance with TJ 31543.
2. Download new certificates by searching for and downloading “CHANGE MARKET CERTIFICATES” under the Software Installation tab.

Warranty claim info:

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

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

VST OP number: 36004-2 & 36002-3

VST Operation Number

VST Operation Number	Description
36002-3	Additional Software control module downloading
36004-2	Software control module downloading.

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 needed”, use function group 3000.