

Technical Journal

TITLE:

Vehicle cannot receive OTA updates

REF NO: TJ 36139.11.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-12-06	STATUS DATE: 2022-12-15
FUNC GROUP: 3018	FUNC DESC: Software	Page 1 of 3	

“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 a vehicle with an Android based Infotainment system (iCup).

This TJ is **ONLY** applicable for vehicles marked with the complimentary upgrade, e.i. “C000XX – Compl.Upgrade TJ 36139”, please follow instructions under “Service”.

Complimentary upgrade

For those vehicles identified by Volvo Cars centrally, as not suitable for OTA, the complimentary upgrade is necessary to have these vehicle’s software baseline up to date, to ensure OTA availability in the future, and to meet customer expectations.

For the customer to be able to get OTA updates the vehicle must have the correct software status. If this is not the case, Volvo Cars will, as a pre-caution, not deploy OTA to these vehicles. For these vehicles, a VIDA update is the preferred option since a workshop technician will be able to resolve any potential issues that might occur during the software installation.

This complimentary upgrade is not released due to any other customer quality issues and only concerns Volvo vehicles.

These vehicles are identified and marked with a complementary upgrade at every OTA deployment window approx. 7 times a year.

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OTA = Over The Air software update

CSC Customer Symptom Codes

Code	Description
1C	Service/repair/Administrative and Factory scheduled maintenance
3L	Technician information/Repair information/Not for warranty use

DTC Diagnostic Trouble Codes

Vehicle Type

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

Service:

Perform a Total Upgrade.

If the Total Upgrade cannot be performed, continue with normal fault tracing.

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, CSC 52, Cause Code 97

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<u>Car type</u>	<u>Software part number</u>
XC40/C40	31676056
S90L	31472405
S/V/90/CC	31654144
XC60/XC90	31483292
* S/V/60/CC	31493704

Note:

For markets with Service 2.0: If the car is scheduled for maintenance service, a Service 2.0 upgrade shall be performed.

Do not claim Complimentary Upgrade if Service 2.0, or SELEKT is performed.

M-marking (Manually performed) of cars performed at Service 2.0 or SELEKT will be handled centrally.

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

VEHICLE REPORT:

n/a