

# Technical Journal

TITLE:

**Over The Air Software Update (OTA)**

<b>REF NO:</b> TJ 36300.3.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2022-12-06	<b>STATUS DATE:</b> 2022-12-19
<b>FUNC GROUP:</b> 3018	<b>FUNC DESC:</b> Software	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.

If an Over The Air Software Update (OTA download) fails and the car is transported to a workshop, please follow the fault tracing and diagnostic advice listed in the “Service” section.

OTA = Over The Air

**CSC** Customer Symptom Codes

Code	Description
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
52	Remote update/Does not work
1C	Service/repair/Administrative and Factory scheduled maintenance
2V	Technician information/Software/Vehicle communication/Not for warranty use

**DTC** Diagnostic Trouble Codes

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## Vehicle Type

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

### SERVICE:

1. Connect the vehicle to VIDA and perform a “New” readout.
2. Check which control units are not ok by navigating to the Software Installation tab in VIDA, Advanced Test button.
3. Check which nodes that are responding in Diagnostic session and also in programming session.
4. Try to perform a total software upgrade.
5. If nodes are not responding, try to do a 12V battery reset, and check again.
6. If you are able to fix the issue, please submit a “Vehicle Report” - “Support Not Needed” with logfiles, for case building.
7. If you still cannot get the nodes to respond, please contact your local technical helpdesk for support by submitting a “Vehicle Report” - “Support Needed.”

### Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:  
VST op number 36004-2, CSC 52

### VST Operation Number

VST Operation Number	Description
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 3018.  
If you are able to fix the issue, please submit a “Vehicle Report” - “Support Not Needed” with logfiles, for case building.