

Technical Journal

TITLE:

Do not swap TCAM for fault tracing purposes

REF NO: TJ 35856.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-11-28	STATUS DATE: 2022-12-02
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	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:

*Added vehicle types.

This TJ is only applicable for vehicles with a TCAM.

Swapping TCAM’s for fault tracing purposes is strictly forbidden unless **instructed and guided** by the Retailer Technical Support team.

Background:

Swapping TCAM’s between cars may result in a loss of connectivity related functions for one or both cars. Installing and removing a new TCAM may result in a loss of connectivity related functions for the problem car as well as any future car that TCAM is eventually installed in.

TCAM = Telematics and Connectivity Antenna Module

CSC Customer Symptom Codes

Code	Description
22	Diagnostic communication/Wired diagnostic connection to vehicle does not work
23	Diagnostic communication/WiFi diagnostic connection to vehicle does not work
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
ER	App/Does not work
EM	Internet Connection/Does not work
6K	Mobile app Volvo Cars/Activation problems

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Code	Description
6M	Mobile app Volvo Cars/No information from the vehicle
6N	Mobile app Volvo Cars/Other communication problems
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							2023-9999		-	202222-999952
225							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536							2021-9999		-	202037-999952
539							2022-9999		-	202139-999952

SERVICE:

Do not swap TCAM's unless **instructed and guided** by the Retailer Technical Support team.

For assistance, contact the Retailer Technical Support team by following the normal Vehicle Report process.

Warranty claim info:

No warranty claim accepted for a job related to this journal.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if there is a need. Use concern area "Vehicle Report" and sub concern area "Support Needed", use function group 3900.