

Technical Journal

TITLE:

Cannot lock/unlock vehicle with remote control key

REF NO: TJ 36195.14.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-11-30	STATUS DATE: 2022-11-30
FUNC GROUP: 3666	FUNC DESC: Access (central looking & remote)	Page 1 of 6	

“Right first time in Time”

Attachment

File Name	File Size
Backup Position SPA.JPG	0.0517 MB
Backup position XC4&C40.JPG	0.0454 MB
Mechanical location.jpg	0.0217 MB
TJ-36195 BEV.jpg	0.4111 MB
TJ-36195 PHEV.jpg	0.3482 MB

Rows beginning with * are modified

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

DESCRIPTION:

***Readded TCAM Reset Method under Service.**

If you are experiencing any of the symptoms described below, please see advice under “Service”.

Symptoms:

1. Cannot Lock/unlock vehicle with the “RCK”, but vehicle can be unlocked with the mechanical key blade located inside the “RCK” (see attachment “**Mechanical location**”).
2. If symptom #1 has been confirmed AND
 - a. Attempting to start the vehicle (with the “RCK” in the backup position or through keyless function) results in DIM message “Key not found” (see attachment “**Backup Position**” for backup location).
3. No communication when attempting to connect/readout vehicle with VIDA.

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Possible additional symptom for PHEV/BEV vehicles:

1. If Symptom #1 has been confirmed and the vehicle cannot be started with the “RCK” in the backup position due to not being able to disconnect the charging cable, please see the “Charging Cable Removal” section under Service section below and also the following attachments:
TJ-36195 BEV.jpg or TJ-36195 PHEV.jpg

NOTE: This TJ is only applicable for vehicles with a TCAM unit.

DIM = Driver information Module

TCAM = Telematics and Connectivity Antenna Module

BUB = Back up Battery

RCK = Remote Control key

SW = Software

BEV = Battery Electric Vehicle

PHEV = Propulsion Hybrid Electric vehicle

P/N = Part Number

SP = Software Product

CSC Customer Symptom Codes

Code	Description
UH	Locking/unlocking/Central locking does not work
VZ	Locking/unlocking/Other central locking problems
IJ	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	U201F00	Permanent

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

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SERVICE:

Perform a Total Upgrade according to TJ 31543.

*A TCAM reset might be required prior to performing the Total Upgrade--please see below:

TCAM reset method:

1. Make the TCAM powerless by removing the appropriate TCAM power fuse (see list below) and disconnecting the TCAM BUB connector for approximately 30 seconds.
2. After waiting 30 seconds, reconnect the TCAM BUB connector and re-insert the TCAM power fuse.
Make sure to connect the TCAM BUB BEFORE re-inserting the fuse.

TCAM FUSE:

XC90/S90/S90L/V90/V90CC/:CF39

XC60/S60/V60/V60CC: CF39

XC40/C40:CF27

PHEV/BEV Charging cable: For removal/disconnection of the charging cable, please follow the below steps:

- PHEV:
 1. Unlock the vehicle with the mechanical key blade inside the “RCK”.
 2. Place the “RCK” in the backup position.
 3. Turn the ignition switch.
 4. If the vehicle “wakes up”, press the central unlock button according to attachment (visualization of the steps in attachment TJ-36195 PHEV.jpg).
- BEV:
 1. Unlock the vehicle with the mechanical key blade inside the “RCK”.
 2. Place the “RCK” in the backup position.
 3. If the vehicle “wakes up”, press the release the cable message in the CSD (visualization of the steps in attachment TJ-36195 BEV.jpg).

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, the following data must be used:

Failing Part: No parts allowed in this job

VST OP number: 36004 Total upgrade, 99925 General reimbursement acc. to TJ/QB

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

VST Operation Number

VST Operation Number	Description
99925-2	General reimbursement acc. to TJ/QB
36004-2	Software control module downloading

VEHICLE REPORT:

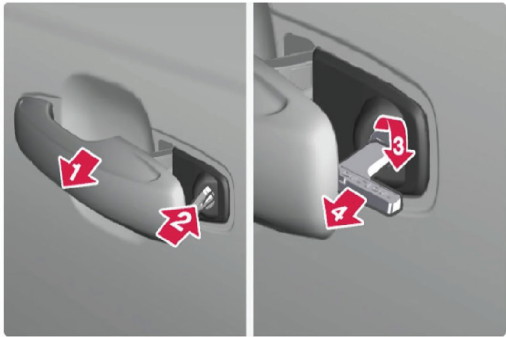
If vehicle has **not** been improved by following the advice under “Service”, please submit a Vehicle Report. Use concern area “Vehicle Report” and sub concern area “Support needed”, use function group 3666.

To view TJ attachments continue to next page. This TJ has five attachments.





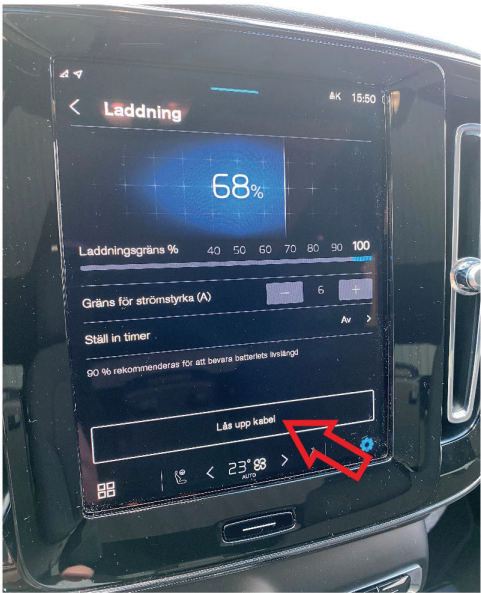
1.



2.

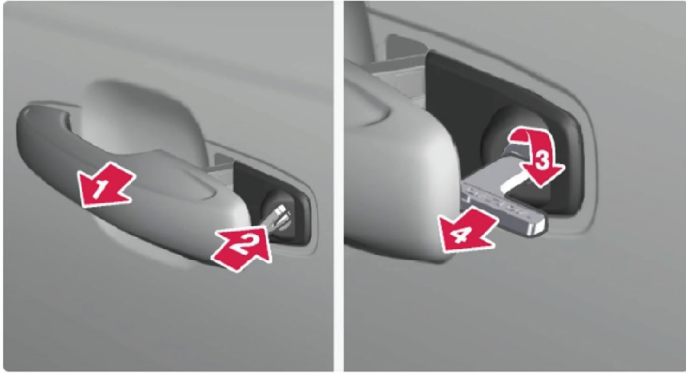


3.



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1.



2.



3.



4.



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