

Technical Journal

TITLE:

“eCall Service Required” message, Back-up battery DTC TCAM-U210993

REF NO: TJ 35808.1.5	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2023-01-04	STATUS DATE: 2023-01-06
FUNC GROUP: 3943	FUNC DESC: Telematics	Page 1 of 5	

“Right first time in Time”

Attachment

File Name	File Size
TJ35808BUB.jpg	0.1558 MB
TJ35808BUB RESET.jpg	0.2018 MB

Rows beginning with * are modified

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

DESCRIPTION:

*Added new Vehicle Types

If there is a warning message in the DIM and CCD about “eCall service required” together with DTC TCAM-U210993 pointing out the BUB, please follow the procedure under “Service”.

DIM = Driver Information Module

CCD = Center Console Display

BUB = Backup Battery

TCAM = Telematic Connectivity Antenna Module

SOC = State Of Charge

CSC Customer Symptom Codes

Code	Description
6K	Mobile app Volvo Cars/Activation problems
6N	Mobile app Volvo Cars/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work

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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							2023-9999		-	202222-999952
225							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
234							2022-9999		-	202122-999952
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	ED	E400V6					2021-9999		-	202037-999952
536							2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:

If the message together with the DTC is confirmed, the cause may be a discharged BUB.

Do not replace the BUB, first check if it is possible to charge it.

VIDA has been updated with a new method that allows charging of the BUB

Begin by ensuring that the vehicle software is the latest (refer to TJ 31543)

VIDA charging method:

- A 12 volt battery maintainer must be connected to the vehicle throughout the BUB charging procedure.
- Gear selector must be in P - Park.
- If BUB SoC is 1% or greater, charge the BUB using the VIDA script, see attachment *TJ35602BUB*.
- BUB will charge by ~5% SOC per hour, charge the BUB up to minimum 45% SOC. (After charging is stopped the BUB SOC may drop slightly)
- If “*eCall Service Required*” is still shown in the DIM, then go to “SW Installation” tab in VIDA, click on “Advanced test” and click on “Reset”
- Once reset has completed, Erase DTCs.
If the DTC is set again then charge the BUB to above 50% SOC.

The BUB will then be continuously charged while the vehicle is driven.

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NOTE:

If BUB SOC is 0% (below 2 Volt) it is not possible to charge the BUB and it needs to be replaced, see VIDA instruction VCC-516696-1.

After replacement the BUB SOC must be reset by using a VIDA script, see attachment *TJ35808BUB RESET.jpg*.

Information: A low or depleted 12v battery can cause the BuB to be discharged.

Alternative method to charge the BuB using an external battery charger:

- It is possible to charge the BuB outside the vehicle using a universal battery charger similar to ones used to charge radio-controlled device batteries. The charger should be suitable for a 1-cell lithium-ion (Li-ion) battery and supply 4V max and 1A, max. The charger should also have temperature control as the battery temperature must not exceed 60°C / 140°F during charging.

- To make an adapter harness to connect a charger to the BuB, the following parts are needed:

31450330 RECEPTACLE HOUSING (1x)

30656678 REPAIR TERMINAL (2x)

Connect the terminals as follows:

Pin 1 - Positive

Pin 4 - Negative

Warranty claim info:

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

VST OP number: 36050-2, 39753-2.

VST Operation Number

VST Operation Number	Description
09805	Recharging Backup Battery acc. to TJ 35808

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 not needed”, use function group 3943.

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

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VIN: YV1XZEDVEM2494206

Customer Name:

Model/Year/Cha...: XC40, 2021, 494206

Lists	Documents	Diagnostic Sequences
Planning	Diagnostic Sequences	
Customer Symptom Codes	12 V power overview	
Claim Types	Activate the telematics function in VCM	
Technical Journals	Battery diagnostic information	
Service Programs	Calibration of Forward Looking Camera (FLC2)	
Operations and Packages	Calibration of Forward Looking Radar (FLR)	
Parts	Charging the TCAM backup battery	
Software	Clear Stand Still Manager from Factory Mode	
Diagnostics	High voltage system, overview	
Network	Infotainment Head Unit (IHU) private locking pin code reset	
Fault Tracing	Normal mode and vehicle speed limitation	
Components	Parking brake service position	
Service Functions	Program the service conditions in the Driver Information Module (DIM)	
	Read-out distance, time and engine time since last service	

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Customer Symptom Codes	Battery diagnostic information	
Claim Types	Calibration of Forward Looking Camera (FLC2)	
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Software	Infotainment Head Unit (IHU) private locking pin code reset	
Diagnostics	Normal mode and vehicle speed limitation	
Network	Parking brake service position	
Fault Tracing	Program the service conditions in the Driver Information Module (DIM)	
Components	Read-out distance, time and engine time since last service	
Service Functions 1	Read-out of the service conditions	
	Reset DTCs in Steering Column Lock (SCL)	
	Reset iTPMS calibration data and relevant DTCs	
	Reset the Infotainment Head Unit (IHU) to factory settings	
	Reset the service reminder indicator (SRI)	
	Resetting of long term wheel angle compensation	
	Resetting software after TCAM backup battery change 2	

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