

# Technical Journal

TITLE:

**Volvo On Call Service Required Message and DTC**

<b>REF NO:</b> TJ 31462.5.1	<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> 2023-01-11	<b>STATUS DATE:</b> 2023-01-12
<b>FUNC GROUP:</b> 3943	<b>FUNC DESC:</b> Telematics	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:**

\*Change in Vehicle Type and removed picture reference.

If “Volvo On Call Service Required” message is shown in the DIM and the DTC PHM-B116F09 is set (intermittent or permanent) in the TEM3G module, please follow the instructions under “Service”.

DIM = Driver Information Module

TEM = Telematics Module

PHM = Phone Module

SW = Software

**CSC Customer Symptom Codes**

Code	Description
IV	Text window and warning symbol/Text message
6K	Mobile app Volvo Cars/Activation problems
6N	Mobile app Volvo Cars/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems

**DTC Diagnostic Trouble Codes**

Control Module	Code	Fault Type
PHM	B116F09	Permanent
PHM	B116F09	Intermittent

# Technical Journal 31462.5.1

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2015-2016		-	201420-201614
134							2014-2018		-	201346-201823
135							2015-2016		-	201420-201616
136							2015-2016		-	201420-201619
137							2016-2018		-	201524-201822
138							2015-2019		-	201420-201945
155							2014-2018		-	201346-201823
156							2014-2017		-	201346-201744
157							2015-2018		-	201450-201823

## SERVICE:

P-SIM: Personal Subscriber Identity Module

DTC PHM-B116F09 may be set due to the following reasons:

1. The P-SIM is faulty
2. The P-SIM has an expired subscription
3. The P-SIM has run out of data (prepaid SIM cards).

Before proceeding, remove the P-SIM and test if the DTC is set again. If the DTC is no longer present, there is likely an issue with the P-SIM.

If DTC PHM-B116F09 is set intermittently, please order and download a TEM / VOC Upgrade as per VIDA procedures.

If DTC PHM-B116F09 is set permanently, please order and download a TEM / VOC Reload as per VIDA procedures. If this DTC comes back permanently after reload and restart of the Infotainment system, the TEM3G module may be replaced.

## Warranty claim info:

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

VST OP number: 36004-2

## VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

## VEHICLE REPORT:

No vehicle reports needed.