

Technical Journal

TITLE:

Volvo Cars App Remote climate or ERS, not possible

REF NO: TJ 36509.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2023-02-06	STATUS DATE: 2023-02-09
FUNC GROUP: 3970	FUNC DESC: Mobile data services	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
TJ36509.jpg	0.0282 MB
TJ36509_Android_Widget.mp4	2.0130 MB
TJ36509_Iphone_widget.mov	1.6213 MB

DESCRIPTION:

NOTE! This Technical Journal is only valid for vehicles equipped with Sensus infotainment system (PHM OR VCM unit).

If the Volvo Cars App shows the Remote climate/ERS is **NOT** activated but the **STOP** button is present and sometimes show warming indication in the vehicle picture (see attachment TJ36509.jpg), no remote climate or engine remote start can be activated or de- activated.

Follow the advise under Service.

PHM - Phone Module

VCM - Vehicle Connectivity Module

ERS - Engine Remote Start

CSC Customer Symptom Codes

Code	Description
6L	Mobile app Volvo Cars/Heater does not start
6N	Mobile app Volvo Cars/Other communication problems

DTC Diagnostic Trouble Codes

Technical Journal 36509.1.0

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2015-9999		-	201420-999952
134							2014-9999		-	201346-999952
135							2015-9999		-	201420-999952
136							2015-9999		-	201420-999952
137							2016-9999		-	201524-999952
138							2015-9999		-	201420-999952
155							2014-9999		-	201346-999952
156							2014-9999		-	201346-999952
157							2015-9999		-	201450-999952
224							2019-2022		-	201835-202221
225							2019-2022		-	201835-202221
227							2019-2022		-	201835-202221
234							2017-2021		-	201617-202121
235							2017-2021		-	201620-202121
238							2017-2021		-	201646-202121
246							2018-2021		-	201717-202121
256							2016-2022		-	201505-202221
536							2018-2022		-	201746-202221

SERVICE:

Analyse is ongoing--this Technical Journal will be updated when a permanent solution is available.

Until then, a work around is to create a short cut widget to be able to de-activate and activate the function again in the Volvo Cars App (see attachments TJ36509_Android_Widget.mp4 and TJ36509_Iphone_widget.mov).

The attachments are only examples for Android and IOS devices. Please follow specific widget creation instructions provided from the device supplier on how to create a short cut widget on your specific device.

Warranty claim info:

No warranty claim is applicable for this TJ.

VST Operation Number

VST Operation Number	Description
36001-2	Diagnostic trouble codes read / reset / known Diagnostic trouble codes with VIDA
96158-3	Troubleshooting instrumentation: KT

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 3970.

To view TJ attachment continue to next page. This TJ has one attachment and two sound files.

