

Technical Journal

TITLE:

ERS or preconditioning fails + message in VC App

REF NO: TJ 36526.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2023-02-23	STATUS DATE: 2023-03-02
FUNC GROUP: 3975	FUNC DESC: Mobile data services, general	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
TJ36526.jpg	0.0554 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 recipients.

*Changed Structure Week and Model Year range.

Note! This Technical Journal is only valid for vehicles equipped with Android Automotive Operating System (iCUP) and replaces TJ 36172, **which is now Closed.**

If the customer reports that both:

1. Engine Remote Start (ERS) or Climate preconditioning is failing
2. VC App message: “Starting the car from the app was disabled at the last service. Drive over 20 mph to re-enable it” (see attachment TJ36526.jpg for example)

Follow the advice listed under the “Service” section.

VC App = Volvo Cars App

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CSC Customer Symptom Codes

Code	Description
EF	Engine Remote Start (ERS)/Does not work
6L	Mobile app Volvo Cars/Heater does not start

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-2023		-	202222-202308
224							2023-2023		-	202222-202308
224							2023-2023		-	202222-202308
225							2023-2023		-	202222-202308
227							2023-2023		-	202222-202308
235							2022-2023		-	202122-202308
236							2022-2023		-	202122-202308
238							2022-2023		-	202122-202308
246							2022-2023		-	202122-202308
536							2021-2023		-	202037-202308
539							2022-2023		-	202139-202308

SERVICE:

Improved SW is **now** available in VIDA and **planned** to be available via OTA 2023 Week 10 (3/6/23).

Perform a Total Upgrade according to TJ 31543.

OTA = Over The Air

Warranty claim info:

*To get warranty claim accepted for a job described in this TJ, please use the attached VST OP number.

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

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

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 3975.

To view TJ attachment continue to next page. This TJ has one attachment.

