



Volvo Car USA LLC

Technical Journal

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|---|-------------------------|----------------|-------------|
| Technical Journal Title | | Ref. No. | |
| No VIDA communication with VCM vehicles | | TJ 34165.5.0 | |
| Issuer (Dept.) | | Issue Date | Status Date |
| Technical Service | | 6/7/23 | 6/15/23 |
| Car Market | Partner | Function Group | |
| United States and Canada | 3 US 7510 Volvo Car USA | 3975 | |
| Function Description | | Page | |
| Mobile data services, general | | Page 1 of 4 | |

Attachment

| File Name | File Size |
|--------------|-----------|
| TJ34165.JPEG | 0.1450 MB |

Rows beginning with * are modified

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

DESCRIPTION:

*Updated vehicle types.

If it is not possible to connect the vehicle to VIDA via the OBD connector with an ethernet cable or Workshop Wi-Fi, please see advice under “Service”.

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

VCM - Vehicle Connectivity Module

OBD - On-Board Diagnostic

CSC Customer Symptom Codes

| Code | Description |
|------|--|
| 22 | Diagnostic communication/Wired diagnostic connection to vehicle does not work |
| 23 | Diagnostic communication/WiFi diagnostic connection to vehicle does not work |
| 24 | Diagnostic communication/Remote diagnostic connection to vehicle does not work |

DTC Diagnostic Trouble Codes

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 224 | | | | | | | 2019-2022 | | - | 201835-202221 |
| 225 | | | | | | | 2019-2022 | | - | 201817-202221 |
| 227 | | | | | | | 2019-2022 | | - | 201846-202221 |
| 234 | | | | | | | 2017-2017 | | - | 201617-201816 |
| 235 | | | | | | | 2017-2021 | | - | 201624-202121 |
| 236 | | | | | | | 2017-2021 | | - | 201646-202121 |
| 238 | | | | | | | 2018-2021 | | - | 201646-202121 |

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 246 | | | | | | | 2018-2021 | | - | 201717-202121 |
| 256 | | | | | | | 2017-2022 | | - | 201617-202221 |
| 536 | | | | | | | 2018-2022 | | - | 201746-202221 |

SERVICE:

Please follow this instruction if there is a problem connecting a car to VIDA.

If Wi-Fi connection is not working, the recommended connection is to use a computer directly connected to an OBD connector with the VOE adapter 9513108.

Check that the OBD pins are not bent or pushed in, also check so there is communication between OBD and VCM.

If no connection is established, please try with another known working ethernet cable, adapter and computer.

If it is still impossible to communicate with the car, the VCM may be in a blocked mode. Some VCM's can be restored with DICE and VIDA according to the steps below:

1. Connect the car to VIDA using DICE.
2. The DICE interface LED should be lit up on the unit.
3. If the VIN number is received by VIDA and a connection is established using DiCE, try to reset the VCM in the *Advanced Test* menu and toggling Programming Mode On and Off (See attached [TJ34165.JPEG](#)).
4. Disconnect the DICE and attempt to connect VIDA using the Ethernet/VOE adapter.
5. If communication is still not possible with the Ethernet cable, remove & re-install fuse CF35 OR perform a battery reset to power-reset the VCM.
6. If there is still no connection between the car and VIDA, try swapping the VCM with a known good VCM from a donor car to see if communication is possible. It is only necessary to plug in the donor VCM to the problem vehicle: **Do NOT reload the donor VCM.**
 - * - If communication is restored using the donor unit, re-install the original VCM and check for communication once again. If communication is restored with the original unit, do not replace the VCM and continue diagnostics with the original unit.
 - If communication is restored using the donor unit, and communication is not possible with the original, the VCM should be replaced according to VIDA instructions.
7. If there is no communication with the swapped VCM, please check the wiring between the OBD connector and VCM for shorts/opens. (See VIDA wiring diagram for Diagnostic CAN/Diagnostic Socket, OBD II).

If none of the above steps help to restore communication to the vehicle, please submit a TIE report according to instructions under Vehicle Report.

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:
VST OP number:36001-2 and 96664-3.

VST Operation Number

| VST Operation Number | Description |
|-----------------------------|--|
| 96664-3 | Fault tracing of general wired connection: 22 |
| 36001-2 | Diagnostic trouble codes read / reset / known Diagnostic trouble codes with VIDA |

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 needed", use function group 3975.

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

Customer Name:

Connection: 12.3 V Virtual #1 Active

SV40 (-04) Repro **1**

Advanced Test

Control unit connection

Existing ECUs:

3 **4**

2

Click on the "Enable Programming Mode" to test communication with control units.

Hardware No.: Serial No.:

| Name | Mode |
|------|----------------|
| WPC | Not responding |
| OFM | Not responding |
| OHC | Not responding |
| PDM | Default |
| POT | Default |
| PSCM | Default |
| RML | Default |
| RMR | Default |
| SAS | Default |
| SCL | Default |
| SODL | Default |
| SODR | Default |
| SRS | Extended |
| SWM | Not responding |
| TACM | Default |
| TCM | Default |
| TRM | Default |
| VCM | Default |
| VDDM | Default |
| WAM | Default |
| WPC | Not responding |

VIN Reading

PIE Connection

TJ-34165