Volvo Car USA LLC			Technical Journal	
Technical Journal Title		Ref. No.		
TCAM Replacement Needs Prior Approval		TJ 35940.8.2		
Issuer (Dept.)		Issue Date		Status Date
Technical Service		06/27/23		06/27/23
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 5		

Attachment

File Name	File Size
Service Advisor Connectivity Questions for Customers.pdf	0.1103 MB

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

NOTE: Your warranty claim might be rejected if the procedure in this TJ is not followed.

In most cases the TCAM does not need to be replaced and can be saved by following the fault tracing in VIDA or in the below mentioned TJ's.

As a last step, support can be provided by your local Retailer Technical Support (RTS).
Due to this we are issuing a **Prior Approval demand** for all TCAM replacements.

This TJ will be a supplement to the below mentioned TJ's during a period of time (from the release date until it is closed).

The instructions given in this TJ are mandatory as a last solution, if the service solution described in the below TJ's have no effect.

Supplement to:

TJ Number	TJ Number	Customer Symptom
35808	Backup Battery TCAM DTC U210993	E-Call Service Required Message in DIM
36195	Cannot lock/unlock vehicle with remote control key	Cannot Lock/Unlock Vehicle with RCK; DIM Messages
36514	Software Update Fails and VIDA Can't Connect	Diagnostic communication/connection not possible
36187	Internet Connectivity Symbols in CCD	Loss of Connectivity/Navigation

NOTE: Additional information regarding connectivity functions and fault tracing can be found within the Connected Car page on the Retailer Portal. Click on the link below to access the *Connected Car Support Documents* webpage:

connectedcarsupport (volvocars.biz)

TCAM = Telematics and Connectivity Antenna Module

CSC   Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
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
IV	Text window and warning symbol/Text message
8M	Warning lights and chimes/Other warning/chime problems
EM	Internet Connection/Does not work
6K	Mobile app Volvo Cars/Activation problems
6M	Mobile app Volvo Cars/No information from the vehicle
6N	Mobile app Volvo Cars/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work
KO	Wifi hotspot connection/Does not work

DTC   Diagnostic Trouble Codes

ECU	DTC	Fault Type
TCAM	B116F09	Permanent

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	EF	E400V2					2022-9999		-	202146-999952
536	EH	E400V8					2024-9999		-	202317-999952
536	EP	E400V16					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K7	BK7KERS					2023-9999		-	202222-999952
536	K8	BK8KERS					2023-9999		-	202222-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
536	L3	BL3KERS					2023-9999		-	202222-999952
536	L5	BL5KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:
In most cases the TCAM does not need to be replaced and can be saved by following the fault tracing in VIDA or in the above mentioned TJ's.

NOTE: If TCAM-B116F09 DTC is permanently set, we are requesting TCAM DLT Log Files. If the DTC is set within a 48 hour window please create your Prior Approval Vehicle Report immediately.

As a last step, support can be provided by your local Retailer Technical Support (RTS). Contact your local technical helpdesk to get technical prior approval or assistance via remote session, using your normal escalation process.

Service Advisor Connectivity Questions for Customers (see attached document) - this document is to be used as a guide for Service Advisors to gain insightful information from customers, and ultimately support the Technician and Retailer Technical Support Team with analysis.

TJ 35940 TCAM Prior Approval Questionnaire must be completed prior to submitting a Prior Approval Vehicle Report. If the Vehicle Report does not have an associated Questionnaire, it will be rejected, as this will aid the Retailer Technical Support (RTS) team in diagnosing the issue.

The Questionnaire can be found by pasting the link below into your preferred browser or scanning the QR code:

*Login using your CDSID@volvocars.biz and your CDSID password

https://forms.office.com/e/eB58XWF2nC

Warranty claim info:
To get warranty claim accepted, the vehicle report reference number must be submitted in the repair order text.

VEHICLE REPORT:

Yes, please submit a Vehicle Report to your local technical helpdesk to get technical prior approval or assistance via remote session.

Use concern area "Vehicle Report" and sub concern area "Support Needed", use function group 3975.

Title the report "TCAM Prior Approval or remote support", describe the symptom(s) as thoroughly as possible and also attach the VIDA diagnostic log to the report.

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

Dear Service Managers & Service Advisors,

The following questions are intended to speed up the prior approval process so that technicians have this information if a TCAM (telematics connectivity antenna module) replacement is needed.

Having these answers directly from the customer if there are connectivity related concerns will streamline the process at your retailer, for the support team, and ultimately the customer.

What questions should service advisors ask customers?
If a customer has a connectivity issue:

- When date did it last happen?
- Does it happen in a specific location?
- Does it happen after driving for a while? At startup?
- How long did they lose connectivity?
- Did they notice the connection triangle had an X? an empty triangle? (see images below)
- Has the customer performed any resets? (home button, TCAM)

"LTE FULL TRIANGLE WITH AN X"
You have a cellular connection but cannot establish a valid Internet connection.

"FULL LTE"
You have full connection to the cellular network, Internet, and Google.

"HOLLOW TRIANGLE WITH AN X"
You have neither cellular nor a Google/Internet connection.