Technical Journal Title	Ref. No.
Not able to pair Volvo Cars App to the car	TJ 35953.9.0

Issuer (Dept.)	Issue Date	Status Date
Technical Service	5/30/23	6/12/23

Car Market	Partner	Function Group
United States and Canada	3 US 7510 Volvo Car USA	3970

Function Description	Page
Mobile data services	Page 1 of 4

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

DESCRIPTION:

*Title changed and vehicle types added.
*If the customer experiences issues pairing the Volvo Cars app to the car, follow the advice under "Service".

*NOTE: This TJ is only applicable for vehicles equipped with Android Automotive OS (AAOS).

SW = Software
P/N = Part Number
HW = Hardware
CSD = Center Stack Display
IHU = Infotainment Head Unit
TCAM = Telematics and Connectivity Antenna Module

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6K	Mobile app Volvo Cars/Activation problems
6L	Mobile app Volvo Cars/Heater does not start
6M	Mobile app Volvo Cars/No information from the vehicle
6N	Mobile app Volvo Cars/Other communication problems

DTC Diagnostic Trouble Codes

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
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952

V O L V O

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	ED	E400V6					2021-9999		-	202037-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:
NOTE: DO NOT ERASE THE APP FROM THE PHONE IN ATTEMPT TO "FIX THE PROBLEM".
*Erasing a paired Volvo Cars App will result in the car and app becoming unsynchronized and can only be solved by pressing the unpair button in CSD or a TCAM reset via VIDA.

Make sure that car is updated to latest SW status (see TJ 31543).

After SW update, the car must have been in usage mode DRIVING (starting the car).

*Verify that the LATEST Volvo Cars App version is downloaded on the customer phone and that Bluetooth is ON in the phone.
*If automatic update is not enabled for the app, the customer may need to manually update the app on their phone.

***Note!** The mobile phone shall NOT be connected to the car via Bluetooth classic (e.g. handsfree) during the App paring procedure. If a Bluetooth connection already exists for the phone in question, remove the connection for handsfree in both the mobile phone and in the car settings BEFORE starting the App pairing procedure. After the pairing procuedure of the App has successfully been completed, it is recommended to re-pair the mobile phone Bluetooth classic connection (handsfree) with the car.

*After car SW download, it may take up to 20 minutes before it is possible to pair the app and all functions are available.
This is due to synchronization towards the cloud.

Carefully follow all the steps in the pairing installation (instructions in the app).

In admin profile in the center stack display, go to "add an account", and login with your Volvo ID.
Go to Settings/profiles/volvo privacy settings/Volvo on call. Set this setting to ON.

*To be able to pair the Volvo Cars App with your car, you need all keys to be inside the car (only valid for Admin Profile).
If customer has lost a key, that key must be removed from the car via VIDA before the paring is possible.

Ensure your car has "open sky", i.e. not parked in a garage etc. that can prohibit Mobile Data Connection or GPS reception to the car.

Ensure internet is working in the car, e.g. LTE triangle is not empty or showing an "X" near the triangle, to confirm that you get internet data to the car. Reference TJ 36187 for additional information.

IMPORTANT: First paired device must be done from the ADMIN profile.

If message "Ensure that all 0 keys are present in the car and try again" is shown in IHU, then perform a TCAM RELOAD, stating YES that HW has been replaced.

*If it is still a problem to pair the app to the car, <u>perform a new VIDA readout</u> and continue the following steps **one by one**, with a new try to pair the app between each step:

1. Perform a TCAM reset in VIDA (components / TCAM / Diagnostic Sequences / "TCAM reset").
    1.a Try to pair the Volvo Cars App.

2. Perform a IHU factory reset in car (make sure that you are in profile: "ADMIN"). This will clear some of the customers settings, and you may have to acknowledge terms and conditions again.
    2.a Try to pair the Volvo Cars App.

*3. Download and install "Change Market Certificates" under the Software Installation tab. Confirm the certificate is installed into the car, to avoid connectivity issues, see TJ 36626.
    3.a Try to pair the Volvo Cars App.

For XC40/C40 BEV use P/N: 31676058
For XC60/XC90 use P/N: 31456604
For V90/V90CC/S90 use P/N: 31654145
For S90L use P/N: 31472406
For V60/V60CC/S60 use P/N: 31493710

If the paring of the Volvo Cars App was successful, but the app is lacking functionality, it may be due to the car has been software updated recently.
If so, please drive the car for a while for full functionality.

*If, after attempting all steps above, the Volvo Cars App is still not able to be paired to the car, <u>perform a new second VIDA readout</u> and send a connectivity report, support needed.
*Attach the two VIDA read out logs (method below) into the report and fill in what Volvo Cars App version, device, and firmware version that was used for pairing and the time stamp when the issue occurred.

<u>How to gather VIDA log files:</u>

1) Click add attachments in the TIE case (just like adding a picture)

2) Click the folder icon and copy and paste the following text into the "File Name" box:
    %userprofile%\VIDA\PROD\LogFiles\Diagnostics

3) Select files for the VIN you're working with

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

VST OP number: 99925-2

Note: TJ number must be stated in repair order text!

VST Operation Number

VST Operation Number	Description
99925-2	General reimbursement according to TJ/QB

VEHICLE REPORT:
Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Connectivity Report" and sub concern area "Support needed", Attach the two VIDA read out logs into the report and fill in what Volvo Cars App version and device and firmware version that was used for pairing and time stamp, use function group 3970.