



Technical Journal Title		Ref. No.	
Complimentary Upgrade; OTA Updates not Available		TJ 36139.14.1	
Issuer (Dept.)		Issue Date	Status Date
Technical Service		06/15/23	06/20/23
Car Market	Partner	Function Group	
United States and Canada	3 US 7510 Volvo Car USA	3018	
Function Description		Page	
Software		Page 1 of 2	

Rows beginning with \* are modified

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

### **DESCRIPTION:**

This journal only applies to a vehicle with an Android based Infotainment system (iCup).

This TJ is **ONLY** applicable for vehicles marked with the complimentary upgrade, e.i. "C000XX – Compl.Upgrade TJ 36139", please follow instructions under "Service".

### **Complimentary upgrade**

For those vehicles identified by Volvo Cars centrally, as not suitable for OTA, the complimentary upgrade is necessary to have the baseline software in these vehicles up to date. This will ensure OTA availability in the future and meet customer expectations.

For the customer to be able to get OTA updates the vehicle must have the correct software status. If this is not the case, Volvo Cars will, as a precaution, not deploy OTA to these vehicles. For these vehicles, a VIDA update is seen as the safer option since a workshop technician will be able to resolve any potential issues that might occur during the software installation.

\*These vehicles are identified and marked with a complementary upgrade at every OTA deployment window approx. 7 times a year.

OTA = Over The Air software update

### **CSC** Customer Symptom Codes

Code	Description
1C	Service/repair/Administrative and Factory scheduled maintenance
3L	Technician information/Repair information/Not for warranty use

### **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
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:**

Perform a Total Upgrade.

If the Total Upgrade cannot be performed, continue with normal fault tracing.

**Warranty claim info:**

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

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

VST Op number: 36004-2, CSC 52, Cause Code 97.

Car Type	Software Part Number
XC40/C40:.....	31676056
S90L:.....	31472405
S/V/90/CC: .....	31654144
XC60/XC90:.....	31483292
S/V/60/CC: .....	31493704

\* Removed previous note about Service 2.0

VST Operation No.	Description
36004-2	Software control module downloading

**VEHICLE REPORT:**

N/A