



Volvo Car USA LLC

Technical Journal

Technical Journal Title No internet connection and intermittent DTC VCM-U107604		Ref. No. TJ 34936.11.0	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3970	
Function Description Mobile data services		Page Page 1 of 2	

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DESCRIPTION:

If DTC “VCM-U107604 Mobile Modem, System Failures” is set and internet connection via P-SIM does not work and/or “Volvo OnCall Service Required” message appears in DIM, this may be caused by a memory issue in the VCM.

This may be solved by using the method under SERVICE below.

VCM = Vehicle Connectivity Module

DIM = Driver Information Module

CSC Customer Symptom Codes

Code	Description
EM	Internet Connection/Does not work
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
VCM	U107604	Intermittent
VCM	U107604	Permanent

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		-	201617-201709
235							2017-2021		-	201624-202121
236							2017-2021		-	201646-202121

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
238							2018-2021		-	201646-202121
246							2018-2021		-	201717-202121
256							2017-2022		-	201617-202221
536							2019-2022		-	201817-202220

SERVICE:

Perform a Software Upgrade in accordance with TJ 31543.

If DTC VCM-U107604 is set intermittently in the vehicle after the software upgrade, please contact Retailer Technical Support for further assistance through a Support Needed vehicle report.

If DTC VCM-U107604 is set permanently after the software upgrade, replace the VCM.

Warranty claim info:

To get warranty claim accepted for the labor part described in this TJ, please use following data: VST OP number: 36004-2, and relevant CSC's.

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

VEHICLE REPORT:

Yes, please submit a Vehicle Report If DTC VCM-U107604 is still present after software upgrade. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3970.