

**Volvo Car USA LLC****Technical Journal**

| | | | |
|---|-------------------------|----------------|-------------|
| Technical Journal Title | | Ref. No. | |
| DTC SRS-B15381B High Voltage battery loop control | | TJ 36601.1.0 | |
| Issuer (Dept.) | | Issue Date | Status Date |
| Technical Service | | 7/19/23 | 7/25/23 |
| Car Market | Partner | Function Group | |
| United States and Canada | 3 US 7510 Volvo Car USA | 3942 | |
| Function Description | | Page | |
| Mobile telephone | | Page 1 of 2 | |

DESCRIPTION:

If the customer experiences problems with initiating the charging on the WPC (Wireless Phone Charger) and describes the behavior like this:

1. Puts phone on the WPC
2. Immediately a pop up in the center stack display appears, stating "phone is not charging"
3. If tried again, the same behavior happens every time.

- See Service.

CSC Customer Symptom Codes

| Code | Description |
|------|---|
| 35 | Power outlet/Wireless phone charger does not work |
| 7S | Cellular phone/Other cellular phone problems |

DTC Diagnostic Trouble Codes**Vehicle Type**

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 224 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 225 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 227 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 235 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 236 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 238 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 246 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 256 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 536 | | | | | | | 2024-9999 | | - | 202317-999952 |
| 539 | | | | | | | 2024-9999 | | - | 202317-999952 |

SERVICE:

First make sure that the WPC is clear of any other objects but the phone and remove any phone case.

The NFC (Near Field Communication) in the phone is preventing the charging. Note! This is only relevant if the pop up occurs at every time the phone is placed on the charger.

Request the customer to check if their phone has NFC and if it can be turned off. This function is often found in the phones in the drop-down menu at the top of screens, or/and in the phones setting when searching for NFC. Once NFC is deactivated the charging should work.

If an NFC card, such as a credit card, a gym card or a key, is placed on the WPC while charging, the cards could be damaged. To protect these cards the WPC prevents charging once a physical NFC card is detected. Some phones communicate their NFC in a way, which is not according to the standard, that makes it impossible for the WPC to separate whether it is a physical card or a phone. To protect a potential physical card, charging is prevented.

This issue is known for, but may not be limited to, the following phones:

Huawei P and mate series (30,40,50), once a contactless payment/virtual NFC card is active on the phone

Google pixel 4

Xiaomi 12

As of now, all tested Samsungs, iPhones and all other Google Pixels, do not have this problem.

No Warranty claims will be accepted for this TJ.

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 not needed", use function group 3942.