

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

|                                                                             |                                           |                                 |                               |
|-----------------------------------------------------------------------------|-------------------------------------------|---------------------------------|-------------------------------|
| Technical Journal Title<br><b>ISGM Faults - Replacement Countermeasures</b> |                                           | Ref. No.<br><b>TJ 36714.1.0</b> |                               |
| Issuer (Dept.)<br><b>Technical Service</b>                                  |                                           | Issue Date<br><b>9/11/23</b>    | Status Date<br><b>9/15/23</b> |
| Car Market<br><b>United States and Canada</b>                               | Partner<br><b>3 US 7510 Volvo Car USA</b> | Function Group<br><b>3210</b>   |                               |
| Function Description<br><b>Alternator</b>                                   |                                           | Page<br><b>Page 1 of 3</b>      |                               |

**DESCRIPTION:**

If one, or a combination of the listed DTCs are set, please follow actions under “Service”.

These DTCs are solely informational, and correspond to the voltage level within the system. They do not indicate an actual fault within the ISGM hardware.

ISGM's with the related faults have been sent to the supplier for analysis, which resulted in no fault found.

ISGM = Integrated Starter Generator Module.

MVBM = Medium Voltage Battery Module.

**CSC** Customer Symptom Codes

| Code | Description                                                                                           |
|------|-------------------------------------------------------------------------------------------------------|
| 7B   | Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt                |
| BE   | Starting/Engine does not start/Engine does not turn/Unsure when/at all times                          |
| BJ   | Starting/Engine does not start/Unsure when/at all times                                               |
| LN   | 12 V main battery/Weak or low electrical power                                                        |
| LO   | Alternator and charge regulator/Power supply problems                                                 |
| 6J   | Text window and warning symbol/Low battery                                                            |
| EA   | Text window and warning symbol/Red symbol and text message                                            |
| IV   | Text window and warning symbol/Text message                                                           |
| 8M   | Warning lights and chimes/Other warning/chime problems                                                |
| DL   | Warning lights and chimes/Malfunction Indicator Light ("Check engine" light) indication/no indication |
| HA   | Warning lights and chimes/Generator warning indication/no indication                                  |

**DTC** Diagnostic Trouble Codes

| Control Module | Code    | Fault Type |
|----------------|---------|------------|
| ISGM           | P0C7B00 | Permanent  |
| ISGM           | P056200 | Permanent  |
| ISGM           | P063C21 | Permanent  |
| ISGM           | P062019 | Permanent  |
| ISGM           | P062000 | Permanent  |
| ISGM           | P2CC321 | Permanent  |
| ISGM           | P063C11 | Permanent  |

| Control Module | Code    | Fault Type   |
|----------------|---------|--------------|
| ISGM           | P2CC311 | Permanent    |
| MVBM           | P0C7800 | Permanent    |
| ISGM           | P0C7B00 | Intermittent |
| ISGM           | P056200 | Intermittent |
| ISGM           | P063C21 | Intermittent |
| ISGM           | P062019 | Intermittent |
| ISGM           | P062000 | Intermittent |
| ISGM           | P2CC321 | Intermittent |
| ISGM           | P063C11 | Intermittent |
| ISGM           | P2CC311 | Intermittent |
| MVBM           | P0C7800 | Intermittent |

## Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 224  | K8  | BK8KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 224  | K9  | BK9KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 224  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 224  | L5  | BL5KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 225  | 06  | B06KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 225  | K7  | BK7KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 225  | K8  | BK8KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 225  | K9  | BK9KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 225  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 227  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 227  | L5  | BL5KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 234  | 06  | B06KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 234  | K9  | BK9KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 234  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 234  | L5  | BL5KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 235  | 06  | B06KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 235  | K9  | BK9KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 235  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 236  | 06  | B06KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 236  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 236  | L5  | BL5KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 238  | 06  | B06KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 238  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 246  | 06  | B06KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 246  | K9  | BK9KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 246  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 246  | L5  | BL5KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 256  | 06  | B06KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 256  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 536  | K7  | BK7KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 536  | K8  | BK8KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 536  | K9  | BK9KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 536  | L1  | BL1KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 536  | L3  | BL3KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 536  | L5  | BL5KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |
| 536  | L5  | BL5KERS  |       |      |      |       | 2024-2024  |       | -             | 202317-202416    |

**SERVICE:****Do not replace the ISGM in these cases.**

The listed DTCs can be used to support in diagnostics, but do not represent an internal ISGM fault. Check for other DTCs and diagnostic information, and continue to fault trace power supplies, the mid-voltage system, grounds, and CAN circuits according to VIDA.

If no fault is found, disconnect and check the connections on the ISGM unit for any sign of poor contact, reconnect all connections, delete the DTCs and perform a 12V reset. Release the vehicle to the customer once these steps are performed.

**Warranty claim info:**

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

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

**VST Operation Number**

| VST Operation Number | Description                                                                      |
|----------------------|----------------------------------------------------------------------------------|
| 99921-2              | General Reimbursement acc to TJ                                                  |
| 36001-2              | Diagnostic trouble codes read / reset / known Diagnostic trouble codes with VIDA |

**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 needed", use function group 3210.