



Volvo Car USA LLC

Technical Journal

Technical Journal Title SiriusXM not Available		Ref. No. TJ 36771.1.2	
Issuer (Dept.) Technical Service		Issue Date 11/1/23	Status Date 11/30/23
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3957	
Function Description Radio Tuner Module		Page Page 1 of 4	

Attachment

File Name	File Size
TJ36771_1.jpg	0.0372 MB
TJ36771_2.jpg	0.0384 MB
TJ36771_3.jpg	0.0391 MB

Rows beginning with * are modified

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

DESCRIPTION:

* Concern verification instructions added and reference screenshots attached.

*RDAR recovery instruction added

If the customer complains that their car is not receiving SiriusXM radio correctly and showing a "Sirius Unavailable" message, please follow advice under "Service".

CSC Customer Symptom Codes

Code	Description
2P	Satellite radio/Does not work

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2015-2016		-	201420-201523
134							2015-2016		-	201420-201523
136							2015-2016		-	201420-201523
138							2016-2016		-	201521-201523
155							2015-2016		-	201420-201523
156							2015-2016		-	201420-201523
157							2015-2016		-	201450-201523

SERVICE:

Note: This TJ is only valid for cars equipped with an RDAR unit.

*1) Verify the condition:

- At startup, the Sirius screen will initially say "Please wait." (attachment TJ36771_1)
- After several moments, the screen will say "Sirius unavailable" (attachment TJ36771_2)
- In the SiriusID menu/screen, the Sirius ID will be blank (attachment TJ36771_3)

*2) In the VIDA *Network* screen, check if the RDAR is *Not Responding*. If it is, power down the unit by removing RDAR (16/145) connector "C1" OR by removing fuse F1 (40 Amp) from the passenger compartment fuse panel (15/36) for 5+ minutes to recover it before proceeding.

3) Perform an update of the RDAR (Sirius Tuner Module) by downloading an RDAR upgrade with VIDA.

If the problem persists after the upgrade, please follow advice under Vehicle Report.

RDAR = Remote Digital Audio Receiver

Warranty claim info:

Customers should NOT be charged for this software or its installation.

Vehicles covered by New Vehicle Warranty or Certified by Volvo follow step 1 below for reimbursement. For out-of-warranty reimbursement, follow step 2 below. Any hardware concerns related to this TJ should also follow step 2 for goodwill consideration.

1. To get a warranty claim accepted for a job described in TJ 36771; submit a claim using VST Operation Number 09812 "SP for TJ 36771".
2. Refer to the [Goodwill Policy](#) in the [Warranty Information and Resource Experience - Home](#), follow the goodwill method you are currently authorized to use and submit a claim using VST Operation Number 09812 "SP for TJ 36771".

NOTE: Be sure to state TJ 36771 in line 2 of your claim text.

VST Operation Number

VST Operation Number	Description
09812	SP for TJ 36771

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 3957.

To view TJ attachments continue to next page. This TJ has one attachment.



