

Technical Journal

TITLE:

~~ERS or preconditioning fails + message in VC App~~

| | | | |
|-------------------------------------|---|---|----------------------------|
| REF NO: TJ 36526.2.0 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7510 Volvo Car USA | | ISSUE DATE: 2023-02-23 | STATUS DATE: 2023-03-02 |
| FUNC GROUP: 3975 | FUNC DESC: Mobile data services, general | Page 1 of 3 | |

“Right first time in Time”

Attachment

| File Name | File Size |
|-------------|-----------|
| TJ36526.jpg | 0.0554 MB |

Rows beginning with * are modified

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

DESCRIPTION:

*Added recipients.

*Changed Structure Week and Model Year range.

Note! This Technical Journal is only valid for vehicles equipped with Android Automotive Operating System (iCUP) and replaces TJ 36172, **which is now Closed.**

If the customer reports that both:

1. Engine Remote Start (ERS) or Climate preconditioning is failing
2. VC App message: “Starting the car from the app was disabled at the last service. Drive over 20 mph to re-enable it” (see attachment TJ36526.jpg for example)

Follow the advice listed under the “Service” section.

VC App = Volvo Cars App

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CSC Customer Symptom Codes

| Code | Description |
|------|---|
| EF | Engine Remote Start (ERS)/Does not work |
| 6L | Mobile app Volvo Cars/Heater does not start |

DTC Diagnostic Trouble Codes

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 224 | | | | | | | 2023-2023 | | - | 202222-202308 |
| 224 | | | | | | | 2023-2023 | | - | 202222-202308 |
| 224 | | | | | | | 2023-2023 | | - | 202222-202308 |
| 225 | | | | | | | 2023-2023 | | - | 202222-202308 |
| 227 | | | | | | | 2023-2023 | | - | 202222-202308 |
| 235 | | | | | | | 2022-2023 | | - | 202122-202308 |
| 236 | | | | | | | 2022-2023 | | - | 202122-202308 |
| 238 | | | | | | | 2022-2023 | | - | 202122-202308 |
| 246 | | | | | | | 2022-2023 | | - | 202122-202308 |
| 536 | | | | | | | 2021-2023 | | - | 202037-202308 |
| 539 | | | | | | | 2022-2023 | | - | 202139-202308 |

SERVICE:

Improved SW is **now** available in VIDA and **planned** to be available via OTA 2023 Week 10 (3/6/23).

Perform a Total Upgrade according to TJ 31543.

OTA = Over The Air

Warranty claim info:

*To get warranty claim accepted for a job described in this TJ, please use the attached VST OP number.

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

VST Operation Number

| VST Operation Number | Description |
|----------------------|-------------------------------------|
| 36004-2 | Software control module downloading |

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 3975.

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

