

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Call button in the OHC might not be lit		Ref. No. TJ 36447.4.0	
Issuer (Dept.) Technical Service		Issue Date 4/2/24	Status Date 4/23/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3900	
Function Description Media, navigation and communication		Page Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

If the On Call / Connect / Talk Bubble button in the Overhead Console is not lighting up, but functionality is otherwise OK, please see the advice under Service.

CSC Customer Symptom Codes

Code	Description
JG	Volvo On Call/Other Volvo On Call problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	ED	E400V6					2021-2023		-	202037-202316
536	EH	E400V8					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-2023		-	202222-202316
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

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SERVICE:

*Please do not replace any parts due to this symptom. It is caused by a software issue that was solved with the 2023 week 36 release (v2.11 SW). Perform a total upgrade according to TJ 31543.

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 needed", use function group 3900.