

# V O L V O

## Volvo Car USA LLC

## Technical Journal

Technical Journal Title ICUP - Not able to pair Volvo Cars App to the car		Ref. No. TJ 35953.10.0	
Issuer (Dept.) Technical Service		Issue Date 4/30/24	Status Date 5/14/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3970	
Function Description Mobile data services		Page Page 1 of 4	

Rows beginning with \* are modified

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

### DESCRIPTION:

If the customer experiences a problem with pairing the Volvo Cars App to the car, follow the advice under "Service".

**NOTE: This TJ is only applicable for vehicles equipped with Android Automotive OS (AAOS).**

SW = Software

P/N = Part Number

HW = Hardware

CSD = Centerstack Display

IHU = Infotainment Head Unit

TCAM = Telematics and Connectivity Antenna Module

### CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6K	Mobile app Volvo Cars/Activation problems
6L	Mobile app Volvo Cars/Heater does not start
6M	Mobile app Volvo Cars/No information from the vehicle
6N	Mobile app Volvo Cars/Other communication 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
225							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952

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

### SERVICE:

#### **NOTE: DO NOT ERASE THE APP FROM THE PHONE IN AN ATTEMPT TO “FIX THE PROBLEM”.**

Erasing a paired Volvo Cars App will unsynchronize the car and the app, and can only be solved by pressing the unpair button in the CSD, or performing the “Reset the Telematics Connectivity Antenna Module (TCAM) to factory settings” diagnostic sequence in VIDA.

Make sure that the car is updated to the latest SW status (see TJ 31543).

After SW update, the car must be in usage mode DRIVING (starting the car).

Verify that the LATEST Volvo Cars App version is downloaded to the customer’s phone and that Bluetooth is ON in the phone.

If an automatic update is not enabled for the app, then the customer may have to manually update the app.

**Note!** The mobile phone shall NOT be connected to the car via Bluetooth classic (e.g., handsfree) during the App pairing procedure. Remove existing Bluetooth connection for handsfree in both mobile phone and in-car settings BEFORE starting the App pairing procedure. After the pairing procedure, it is recommended to pair the mobile phone Bluetooth classic (handsfree) with the car.

After car SW download, it may take up to 20 minutes before it is possible to pair the app, and all functions are available. This is due to synchronization towards the cloud.

Carefully follow all the steps in the pairing installation (instructions in the app).

In the admin profile in the center stack display, go to “add an account”, and login with your Volvo ID. Go to Settings/profiles/volvo privacy settings/Volvo on call. Set this setting to ON.

To be able to pair the Volvo Cars App with your car, you need all keys to be inside the car (only valid for Admin Profile).

If customer has lost a key, that key must be removed from the car via VIDA before the pairing is possible.

Ensure the car has good connectivity, i.e. not parked in a garage etc. that can prohibit Mobile Data Connection or GPS reception to the car.

Ensure internet is working in the car, e.g. open the Navigation app in your car center display to see that you get internet data to the car.

**IMPORTANT:** The first paired device must be done from the ADMIN profile.

If it is still a problem to pair the app to the car, perform a new VIDA readout and continue the following steps **in order**. Try pairing the App with the vehicle between each step.

**1.** Perform a TCAM reset in VIDA (components / TCAM / Diagnostic Sequences / “Reset the Telematics Connectivity Antenna Module (TCAM) to factory settings”).

**1.a** Try to pair the Volvo Cars App.

**2.** Perform a IHU factory reset in car (make sure that you are in profile: “ADMIN”). This will clear some of the customers settings, and you may have to acknowledge terms and conditions again (pending customer’s consent).

**\*2.a** Wait 10 minutes for the backend system to synchronize, then try to pair the Volvo Cars App.

**3.** Perform a reload of the IHU and TCAM certificates (“change market certificates”). Confirm the certificate is installed into the car to avoid connectivity issues, see TJ 36626.

**\*3.a** Wait 10 minutes for the backend system to synchronize, then try to pair the Volvo Cars App.

For XC40/C40 BEV use P/N: 31676058.

For XC60/XC90 use P/N: 31456604.

For V90/V90CC/S90 use P/N: 31654145.

For S90L use P/N: 31472406.

For V60/V60CC/S60 use P/N: 31493710.

If the pairing of the Volvo Cars App was successful, but the app is lacking functionality, it may be due to the car’s software being updated recently.

If so, please drive the car for a while for full functionality.

**Please visit the Connected Car Retailer Page for additional resources related to the Volvo Cars App and App Pairing. Please see link here: [connectedcars \(volvocars.biz\)](https://connectedcars.volvocars.biz)**

**As a last step, If an issue with pairing Volvo Cars App to the car still exists, perform a second NEW VIDA read out and send a connectivity report, support needed.**

**Attach the two VIDA read out logs into the report and fill in what Volvo Cars App version, device and firm version that was used for pairing and time stamp when issue occurred.**

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### Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:

VST OP number: 99925-2

**Note:** TJ number must be stated in repair order text!

### VST Operation Number

VST Operation Number	Description
99925-2	General reimbursement according to TJ/QB

### VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Connectivity Report" and sub concern area "Support needed", Attach the two VIDA read out logs into the report and fill in what Volvo Cars App version and device and firm version that was used for pairing and time stamp, use function group 3970.