

V O L V O

Volvo Car USA LLC

Technical Journal

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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3018	
Function Description Software		Page Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

* Vehicle type EX30 added

If an Over The Air Software Update (OTA download) fails, and the car is transported to a workshop, please follow fault tracing and diagnostic advice under "Service".

OTA = Over The Air

CSC Customer Symptom Codes

Code	Description
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
52	Remote update/Does not work
1C	Service/repair/Administrative and Factory scheduled maintenance
2V	Technician information/Software/Vehicle communication/Not for warranty use

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
234							2022-9999		0000001-0999999	201222-999952
235							2022-9999		0000001-0999999	201222-999952
236							2022-9999		0000001-0999999	201222-999952
238							2022-9999		0000001-0999999	201222-999952
246							2022-9999		0000001-0999999	201222-999952
256							2023-9999		-	202222-999952
416							2024-9999		-	202337-999952

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Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536							2021-9999		0000001-0999999	202037-999952
539							2022-9999		0000001-0999999	202139-999952

SERVICE:

Connect VIDA and read out the car.

Check which control units are not ok, use Software Installation tab in VIDA, Advanced Test button.

Check which nodes are responding in Diagnostic session and also in programming session.

Try to perform a total software upgrade.

If nodes are not responding, try to do a 12V battery reset and check again.

If you are able to fix the issue, please submit a "Vehicle Report" - "Support Not Needed" with logfiles, for case building.

If you still cannot get the nodes to respond, please contact your local technical helpdesk for support.

Warranty claim info:

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

VST op number 36004-2, CSC 52

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 3018.

If you are able to fix the issue, please submit a "Vehicle Report" - "Support Not Needed" with logfiles, for case building.