

Technical Journal Title Complimentary Upgrade; OTA Updates not Available		Ref. No. TJ 36139.16.0	
Issuer (Dept.) Technical Service		Issue Date 8/27/24	Status Date 9/19/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3018	
Function Description Software		Page Page 1 of 3	

Rows beginning with * are modified

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

DESCRIPTION:

* *EX30 added*

This journal only applies to vehicles with a Android based Infotainment system (iCup).

This TJ is **ONLY** applicable for vehicles marked with the complimentary upgrade, i.e., “C000XX – Compl.Upgrade TJ 36139”, please follow instructions under “Service”.

Complimentary upgrade

For those vehicles identified by Volvo Cars centrally as not suitable for OTA, a complimentary upgrade is necessary to get the vehicle’s software baseline up to date, ensure OTA availability in the future, and meet customer expectations.

For the customer to be able to get OTA updates the vehicle must have the correct software status. If this is not the case, Volvo Cars will, as a pre-caution, not deploy OTA to these vehicles. For these vehicles a VIDA update is seen as the safer options since a workshop technician will be able to resolve any potential issues that might occur during the software installation.

This complimentary upgrade is not released due to any other customer quality issues and only concerns Volvo vehicles.

These vehicles are identified and marked with a complementary upgrade at every OTA deployment window approx. 7 times a year.

OTA = Over The Air software update

CSC Customer Symptom Codes

Code	Description
1C	Service/repair/Administrative and Factory scheduled maintenance
3L	Technician information/Repair information/Not for warranty use

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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		-	202122-999952
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
416							2024-9999		-	202336-999952
536	ED	E400V6					2021-9999		-	202037-999952
536	EF	E400V2					2022-9999		-	202146-999952
536	EH	E400V8					2024-9999		-	202317-999952
536	EP	E400V16					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K7	BK7KERS					2023-9999		-	202222-999952
536	K8	BK8KERS					2023-9999		-	202222-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
536	L3	BL3KERS					2023-9999		-	202222-999952
536	L5	BL5KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:

Perform a Total Upgrade.

If the Total Upgrade cannot be performed, continue with normal fault tracing.

Warranty claim info:

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

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

VST Op number: 36004-2, CSC 52, Cause Code 97.

Cartype Software part number
XC40/C40:.....31676056
S90L:.....31472405
S/V/90/CC:.....31654144
XC60/XC90:.....31483292
S/V/60/CC:.....31493704
* EX30:.....80013398

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

VEHICLE REPORT:

N/A