

Volvo Car USA LLC
Technical Journal

Technical Journal Title Internet Connectivity symbols in CCD		Ref. No. TJ 36187.3.4	
Issuer (Dept.) Technical Service		Issue Date 9/16/24	Status Date 9/19/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3975	
Function Description Mobile data services, general		Page Page 1 of 4	

Attachment

File Name	File Size
Know your Triangles 2_14 and Earlier.pdf	0.1834 MB
Know your Triangles 3_0_3 and later.pdf	0.2491 MB

Rows beginning with * are modified

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

DESCRIPTION:

NOTE: Do not replace TCAM units for the symptoms described below.

If the vehicle has no internet connection and shows either the “Hollow Triangle With An X/!” or “LTE Full Triangle With An X/!” (see attached Know Your Triangles documents) symbol in the CCD please see advice under “Service.”

Please note, vehicles on v2.14 SW and below will have an associated “X” next to the triangle symbol. Vehicles on v3.0.3 SW and above will have an associated “!” next to the triangle symbol.

CCD = Central Console Display
 DIM = Driver information Module
 BUB = Back up battery
 T&C = Terms & Conditions

CSC Customer Symptom Codes

Code	Description
EM	Internet Connection/Does not work
7N	Navigation/Other navigation problems
EO	Navigation/Does not work

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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
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
536							2021-9999		-	202037-999952
539							2022-9999		-	202139-999952

SERVICE:

Hollow Triangle with an X or !:

This symbol will most likely appear when there is an issue relating to the TCAM unit.

Customer Questionnaire:

- When was this issue first detected? During or in between driving cycles?
- For how long has this issue been present?
- Is the navigation system and GPS working as expected or is there a message in DIM stating "Searching for GPS"?

Support:

- If the customer has done a TCAM restart via the front defrost button and 24-48hrs have passed without any improvement, please try to reset the TCAM through the VIDA application.
- If no diagnostic connection is possible, a hard reset of the TCAM BUB (Back-Up Battery) and 12V Main battery (by physically disconnecting power) is needed. Please observe that the BUB needs to be disconnected **prior** to disconnecting the 12V Main battery.

LTE Full Triangle With An X or !:

When LTE is displayed this means that the TCAM unit is connected to a network.

Issue is likely to be caused by either a network issue or communication issue between IHU and TCAM.

Customer Questionnaire:

- Has the customer accepted the T&C process?
- When was this issue first detected? During or in-between driving cycles?
- For how long has this issue been present?

Support:

- Perform an IHU restart by pressing and holding the home button for approximately 20 seconds.
- If symptom is still present, do a TCAM restart by pressing and holding the front defrost button for approximately 20 seconds.
- If no change after 24-48 hours and no known network disturbances have occurred, please fault trace as normal using VIDA.

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, following data must be used:

Failing Part: No part replacement accepted

VST OP number: 99922-2, General reimbursement acc. to TJ/QB

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

VST Operation Number

VST Operation Number	Description
99922-2	General reimbursement acc. to TJ/QB

VEHICLE REPORT:



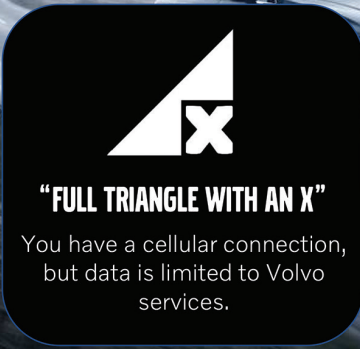


Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3975.

To view TJ attachments continue to next page. This TJ has two attachments.

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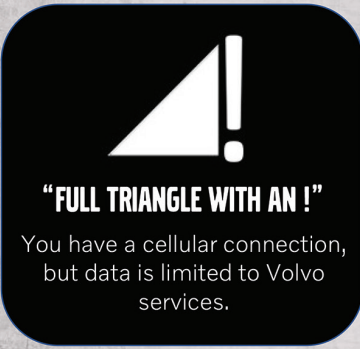

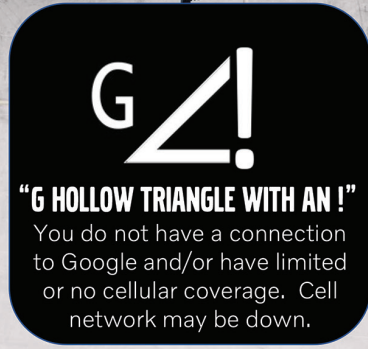
Updated: July 22, 2024
Current App v5.43
Current Car SW 2.14

KNOW YOUR TRIANGLES
(GOOGLE BUILT-IN 2.14 AND EARLIER)

 <p>"FULL LTE" You have full connection to the cellular network, Internet, and Google.</p>	 <p>"LTE FULL TRIANGLE WITH AN X" You have a cellular connection but cannot establish a valid Internet connection.</p>	
 <p>"FULL TRIANGLE WITH AN X" You have a cellular connection, but data is limited to Volvo services.</p>	 <p>"HOLLOW TRIANGLE WITH AN X" You have neither cellular nor a Google/Internet connection.</p>	 <p>"G HOLLOW TRIANGLE WITH AN X" You do not have a connection to Google and/or have limited or no cellular coverage. Cell network may be down.</p>

Updated: July 22, 2024
Current App v5.43
Current Car SW 3.1.9

KNOW YOUR TRIANGLES
(GOOGLE BUILT-IN SW 3.0.3+)

 <p>"FULL LTE" You have full connection to the cellular network, Internet, and Google.</p>	 <p>"LTE FULL TRIANGLE WITH AN !" You have a cellular connection but cannot establish a valid Internet connection.</p>	
 <p>"FULL TRIANGLE WITH AN !" You have a cellular connection, but data is limited to Volvo services.</p>	 <p>"HOLLOW TRIANGLE WITH AN !" You have neither cellular nor a Google/Internet connection.</p>	 <p>"G HOLLOW TRIANGLE WITH AN !" You do not have a connection to Google and/or have limited or no cellular coverage. Cell network may be down.</p>