

Technical Journal Title EX90 Software download issues - temporary solutions		Ref. No. TJ 37071.1.0	
Issuer (Dept.) Technical Service		Issue Date 10/3/24	Status Date 10/14/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3018	
Function Description Software		Page Page 1 of 7	

Attachment

File Name	File Size
HUD.JPG	0.0269 MB
VCU1.JPG	0.0581 MB
VIDA yellow message.JPG	0.0147 MB
VIDA1_EX90.JPG	0.0175 MB
VIDA2_EX90.JPG	0.0278 MB
VIDA3_EX90.JPG	0.0170 MB
WPC.JPG	0.0129 MB

DESCRIPTION:

If the software download fails, please follow the advice under “Service”.

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
47	Central locking/Glovebox locking/unlocking does not work
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
356							2025-9999		0000001-0999999	202417-999952

SERVICE:

1. If SWDL fails, before you try a second attempt, ensure the HLCM is in Default.

If the HLCM is not in Default, start the car by depressing brake, then make a gearshift and go back to P again.

Now the HLCM should be in Default. If not, go to point #2.

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Check the High-Voltage overview (in VIDA = Components => HVBM => Diagnostic sequences) and wait until the contactors are open before performing a SWDL again.

2. If SWDL fails due to Silent mode (picture VIDA1_EX90), perform the following:

- Ensure the VIUP (PGWM and PGWA) is in Default. If not, follow “Recover VIUP/D failed SWDL” under point #3 below.
- Ensure the HLCM and HVBM is in Default.
 - a. If it is not in Default, perform a 12V reset with VIDA for longer than 10 minutes.
 - b. If it is in Programming, perform a reload of the unit that is in Programming (HLCM or HVBM).
- Ensure HVB SOC is above 2%. If not, charge the HVB.
- If all above is okay and SWDL still fails due to Silent mode, open the diagnostic sequence “Disconnect main battery” and deactivate and activate HLCM converting and try again.

If the issue still remains, contact RTS through a Support Needed Vehicle Report.

3. If SWDL failed due to the VIUP/D being partly installed (picture VIDA2_EX90), perform the following:

Check if the VIUP/D is in Programming or Not responding.

- a. If the VIUP/D is in Programming.
 - aa. Do a 12V reset with VIDA, 30 minutes.
 - ab. Reload VIUP/D.
 - b. If the VIUP/D is not responding.
 - ba. Perform a 12V reset with VIDA for 30 minutes. (try at least 3 times).
 - bb. If we get the VIUP/D in Programming, do a reload.
 - bc. If the VIUP/D is still in not responding, contact RTS.
- How to do a 12V hard reset if 12V reset with VIDA fails (step #2 & #3):
 - Alt a:
 - a1. Disconnect 12V batteries.
 - a2. VIDA => Software installation => Advanced test => Reset
 - a3. Connect 12V batteries after more than 10 minutes.
 - Alt b:
 - b1. Disconnect 12V batteries.
 - b2. Access the VCU in the front passenger compartment and disconnect connector (see picture VCU1) on the VCU for more than 10 seconds.
 - b3. Connect 12V batteries after more than 10 minutes.

4. If there is a VIDA message “Purchase Failed - StatusCode: 502 ServerCode: 10”, contact RTS through a Support Needed vehicle report (picture VIDA3_EX90).

- 5a. Charge the keyfob on the WPC.
If not charging, follow TJ 37030.

- 5b. Pairing of keyfob fails.
Car needs to be in status “Available” or higher => close and reopen driver door.

- 5c. Pairing of keyfob fails.
If you get message in VIDA, “...potential issue between key and Wireless Phone Charger...” (picture WPC), perform a TCAM reload, “Yes” to replace hardware.

- 5d. Keyfob pairing may be lost after SW download.
Check keyfob pairing by removing the NFC card from the car, then enter the car with the keyfob and check if it's possible to put car in D or R.
If message “No Key found” appears - pairing is required via “Keyless vehicle key Appl” SWDL.

6. PDS upgrade yellow message – not complete!
After PDS is done with yellow message “..SW installed needs verification..”, (picture VIDA Yellow message), perform the following steps:
 - a. Click “OK” or “Cancel” on the error message.
 - b. Revoke the software.
 - c. Re-download the PDS.Check keyfob pairing again.

7. General VIDA warning messages, example “no response HUD” (picture HUD) after PDS upgrade:
If the warning message appears after PDS installation, please perform a reset of vehicle under Advanced Test Option in VIDA and check if the ECU is in Default, if not repeat this step 2 more times.
If problems still occur, contact RTS through a Support Needed vehicle report.

8. If a vehicle readout is done and some nodes are Not Responding:
Perform reset 3 times.
If 3rd reset doesn't set the ECUs to Default or Extended, then run VIDA “Service Function” - “Disconnect Main Battery”.
If problems still occur, contact RTS through a Support Needed vehicle report.

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9. Glove box cannot be opened.

Follow method in VIDA IE ID: VCC-522725-2 "Emergency opening of glove box".

Abbreviations:

SWDL = Software Download

VIUP = Vehicle Integration Unit Passenger side

VIUD = Vehicle Integration Unit Driver side

PGWM = Passenger side Gateway Module

PGWA = Passenger side Gateway module A

HLCM = High- to Low-voltage Converter Module

HVBM = High Voltage Battery Module

HVB = High Voltage Battery

SOC = State Of Charge

12V = 12 Volt

RMDB = Rear Main Distribution Box

WPC = Wireless Phone Charger

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

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


VST Operation Number

VST Operation Number	Description
99923-2	General Reimbursement acc to TJ

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.

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

 **Software installed, needs verification**

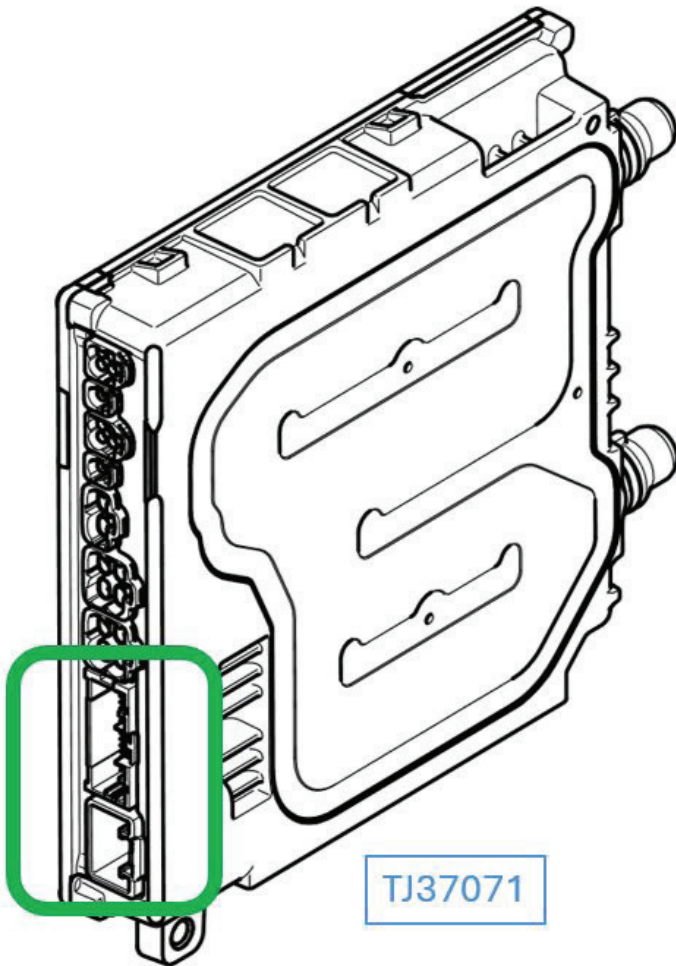
The HUD does not respond! The software is successfully installed but the final steps did not succeed.

Click OK to be directed to the Network tab, to fault trace the HUD.

When the HUD responds, please start the same software installation again (the flow will continue from where it was stopped).

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OK Cancel






Vehicle unmodified, precondition not met

Silent Mode has not been successfully activated or deactivated in HPA.

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OK Cancel




Critical failure

The DGWM is only partly installed! The vehicle should not leave the workshop without proper repair.
It will not help to retry with the same software. It might help to reload the DGWM.

Click OK, to remove the software package and submit a TIE Report.

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OK Cancel



Purchase Failed

Problem with VIDA Service StatusCode: 502 ServerCode: 10. Please retry later.

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OK

