

# 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 4	

Rows beginning with \* are modified

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

### DESCRIPTION:

\*Vehicle type 416 (EX30) & 356 (EX90) added and changed text under "Service".

When performing a software download of any control unit, please follow the advice under "Service".

### NOTE!

**Software download for preventive purposes is not allowed to be claimed on warranty.**

**All software download must be initiated by a customer complaint, which must be clearly stated in the repair text.**

**All warranty claims without this description will be rejected.**

### CSC Customer Symptom Codes

Code	Description
3L	Technician information/Repair information/Not for warranty use
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							2019-9999		0000001-0999999	201835-999952
225							2019-9999		0000001-0999999	201817-999952
227							2019-9999		0000001-0999999	201846-999952
234							2017-9999		0000001-0999999	201617-999952
235							2017-9999		0000001-0999999	201624-999952
236							2017-9999		0000001-0999999	201646-999952
238							2017-9999		0000001-0999999	201646-999952
246							2018-9999		0000001-0999999	201717-999952
256							2016-9999		0000001-0999999	201505-999952

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Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
356							2025-9999		0000001-0999999	202417-999952
416							2024-9999		0000001-0999999	202336-999952
536							2018-9999		0000001-0999999	201746-999952
539							2022-9999		0000001-0999999	202139-999952

### SERVICE:

#### Background:

With the launch of the SPA platform electrical system, electrical functions are distributed to multiple control units, thus all control units must have the same software configuration. If one control unit is upgraded and not all, it may result in various problems.

#### Solution:

- \*1. To ensure a smooth software download, an approved battery supply must be connected.
2. Perform applicable software downloads according to following priority order:
  - \*a. Always check VIDA to ensure that the vehicle does not have an active OTA assignment (not applicable for EX30).  
This can be done by checking “Software Installation/Order History” in VIDA.  
If there is an open OTA order, encourage the customer to install the software remotely instead of visiting the workshop.
  - b. “PDS Upgrade”.
  - c. Quality Bulletin (QB).
  - d. Installation of accessories.
  - e. Repair according to VIDA or Technical Journal.
3. After software download, go to the VIDA software tab, “Upgrades”, and refresh the list.  
If you still see “Total Upgrade”, in VIDA under “Software” - “Upgrades”, then download “Total Upgrade”.

#### Calibrations:

After a software download, ensure that all systems are calibrated and that there are no DTC's for missing calibration/configuration.  
If so, perform the needed calibration.

Example of calibrations to be checked: Sunroof, SUM, ASDM, CCM, Windows.

## **Warranty claim info:**

### **Software download for preventive purposes:**

- Is not allowed to be claimed on warranty.

### **Performing a Quality Bulletin (QB):**

- Follow the claim procedure in the QB.

### **If a "Total Upgrade" has been performed in any of the steps above under point 1-3 (Excluding QB and PDS Upgrade):**

- It can be claimed under warranty as long as the issue is clearly stated in the repair text.
- All warranty claims without this description will be rejected.
- Use correct Customer Symptom Code (CSC), Operation number (VST) and Part number (P/N).
- CSC 3L and 2V in this TJ are non claimable.

## **Different Softwares and their purpose:**

*Total upgrade* should be performed if there is a valid customer complaint or if directed to by a Technical Journal or a Quality Bulletin.

It is no longer necessary to perform Total Upgrade at every service visit.

The customer complaint should be clearly stated in the repair text.

Warranty claims without this description may be rejected.

*Pds upgrade* should be performed just before new car delivered to customer.

PDS = Pre Delivery Service

VIDA = Vehicle Information and Diagnostics for Aftersales

## **Information regarding VST operations for Software, fault tracing and calibration:**

Please see SPJ 31934.

## **APPS/Maps/Voice/Gracenote:**

There may be some new Apps/upgrades available in the "DOWNLOAD CENTER" or Google PlayStore in the CSD.

Normally this should be handled by the customer but the workshop technician can do it, if agreed with the customer.

Not to be claimed on warranty.

## **Changed and/or added features when updating older vehicles:**

Please have a look at the information at <http://support.volvocars.com>

Select your market

\*Select "Software Updates"

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### VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
36002-3	Software control module downloading. (2:nd download)

### 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 software download fails, assure that the log-file from VIDA is included in the report, and also that you describe which step that failed.