

# V O L V O

## Volvo Car USA LLC

## Technical Journal

Technical Journal Title ICUP - Volvo Cars app displays "Vehicle offline" message		Ref. No. TJ 37105.1.0	
Issuer (Dept.) Technical Service		Issue Date 10/11/24	Status Date 10/21/24
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 3	

### Attachment

File Name	File Size
TJ_37105_1.jpg	0.0200 MB

### DESCRIPTION:

This Technical Journal is only valid for vehicles equipped with an Android Automotive Operating System (ICUP Vehicles).

If the Volvo Cars app is displaying a "Vehicle offline" message and the app is greyed out (see attachment TJ\_37105\_1.jpg), follow the advice under Service.

### CSC Customer Symptom Codes

Code	Description
6M	Mobile app Volvo Cars/No information from the vehicle
6N	Mobile app Volvo Cars/Other communication problems

### 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		-	202252-999952
234							2023-9999		-	202222-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	ED	E400V6					2021-2023		-	202037-202316
536							2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

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### SERVICE:

This issue could result from the TCAM going offline during abandon mode due to a low State of Charge (SoC) detected on the 12V battery.

Low SoC for 12V= SoC is less than 55% for 3 minutes, or less than 40% for 1 minute.

For reference, it is the same level of SoC that triggers the infotainment “warning message” when listening to music with the vehicle powered off.

To avoid unnecessary fault tracing and repairs the suggestion is to:

- Ensure that the 12 V battery is fully charged.
- Check the Volvo Cars app after the car has been parked for 2 hours. If the symptom is gone, then the cause is most likely due to a low 12V battery State of Charge (SoC).
- If the symptom is repeated frequently, then fault trace the 12 V system according to VIDA.

**Note!** The “Vehicle offline” message can be displayed in the Volvo cars app if the app does not have connectivity to the cloud or the car is parked in a bad network area, for example underground parking.

### 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
96651-3	Fault tracing media/communication

### VEHICLE REPORT:

Yes, please submit a Connectivity Report if the service solution described in this TJ has no effect. Use concern area “Connectivity Report” and sub concern area “Support not needed”, use function group 3975.

**To view TJ attachment continue to next page. This TJ has one attachment.**

