

Technical Journal Title Key Fob not charging / pairing with WPC		Ref. No. TJ 37030.1.0	
Issuer (Dept.) Technical Service		Issue Date 10/17/24	Status Date 10/22/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3666	
Function Description Access (central locking & remote)		Page Page 1 of 2	

DESCRIPTION:

If Key Fob is not charging and/or pairing with WPC, follow advice under service.

CSC Customer Symptom Codes

Code	Description
2I	Ignition lock/Not all functions will switch off when the ignition key is removed
VZ	Locking/unlocking/Other central locking problems
1J	Remote control/Mechanical problem/Key unit only
XI	Remote control/Does not work

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		0000001-9999999	202417-999952

SERVICE:

If Key Fob is not pairing or charging with WPC, it might be due to compatibility issues rather than a fault with either device. To resolve this situation, please follow the detailed steps below.

1. Try pairing / charging upto 3 different alternative key fobs. Ideally, the pairing or charging should succeed with the first or second alternative key fob. If it still doesn't work after trying three different key fobs, proceed to the next step.
2. Replace the WPC in the car. After replacing it, try Step 1. If this still does not resolve the issue, proceed to the next step.
3. Prepare an external Qi table charger or a portable power bank with an integrated Qi charger, have it readily available.
4. Place the key fob on the WPC in the vehicle.
5. Initiate the pairing process.
6. Wait for 20 seconds to allow the NFC pairing to complete.
7. Quickly move the key fob to an external Qi charger.

Technical Journal 37030.1.0

8. BLE pairing will now begin. Keep the key fob on the external Qi charger until the VIDA script confirms that the pairing is complete.
9. Ensure the key fob is fully charged before handing it over to the customer.

Note:

- If the last resort is used, the key fob will lose its WPC charging functionality, and only home charging via an external Qi charger will be possible.
- We anticipate a solution involving new key fob hardware. Affected customers will be able to collect their new key fobs by the fourth quarter year 2024.
- Key fobs that do not pair or charge with the current Wireless Power Charger can still be used with a different car. Therefore, do not discard these key fobs.

WPC - Wireless Power Charger

NFC - Near Field Communication

BLE - Bluetooth Low Energy

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
36953-2	Wireless Phone Charger (WPC) replace
99922-2	General Reimbursement acc. to QB/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 not needed", use function group 3666.