

Volvo Car USA LLC

Technical Journal

Technical Journal Title Volvo Cars app, unpaired vehicle - Profile tab		Ref. No. TJ 37179.1.0	
Issuer (Dept.) Technical Service		Issue Date 12/12/24	Status Date 1/2/25
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_37179_1.jpg	0.1403 MB

DESCRIPTION:

Note! This Technical Journal is only valid for vehicles equipped with Android Automotive Operating System.

If the customer complains of the Volvo Cars app sending push notifications from a previously paired vehicle, and having an unpaired vehicle in the Garage - Profile tab (see attachment TJ 37179.jpg), then follow the advice under Service.

This may occur if a user:

- Just uninstalled the app from a device without unpairing the device - relation remains in cloud.
- Installs the app again on a different device - the vehicle will be shown as “incomplete pairing” in the app.

If a push notification is generated, it will be sent to all user devices including “incomplete pairings”.

See information and inform customer how to remove the Volvo Cars app in [Volvocars.com/support/Volvo Cars app/Getting started/Removing a car in the Volvo Cars app](https://www.volvocars.com/support/Volvo-Cars-app/Getting-started/Removing-a-car-in-the-Volvo-Cars-app).

CSC Customer Symptom Codes

Code	Description
6N	Mobile app Volvo Cars/Other communication problems

DTC Diagnostic Trouble Codes

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

SERVICE:

1. Create a TIE Report. Use concern area "Connectivity" and sub concern area "Support needed".
2. State the VIN, Volvo ID, and "THIS RELATION SHOULD BE DELETED" clearly in the description field.

Warranty claim info:

No warranty claim is accepted for this TJ.

VEHICLE REPORT:

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

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

