

## Volvo Car USA LLC

## Technical Journal

Technical Journal Title HLCM in Fail-Safe Mode		Ref. No. TJ 37207.1.0	
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 3229	
Function Description Miscellaneous		Page Page 1 of 3	

### Attachment

File Name	File Size
TJ_37207_1.pdf	0.1706 MB

### DESCRIPTION:

If the vehicle doesn't start it might be because the HLCM has fail-safe mode activated. Please follow the advice under "Service".

HLCM (High to Low voltage Converter Module)

### CSC Customer Symptom Codes

Code	Description
7B	Starting/Engine does not start/Engine does not turn/No clicking sound at start attempt

### 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		-	202417-999952

### SERVICE:

The HLCM might have set a fail-safe flag. There is a script in VIDA where you can see if the fail-safe flag is active and recover the fail-safe flag if it's active.

Follow the steps in PDF "TJ\_37207\_1" to check and recover the fail-safe flag. If the fail-safe flag is still active after step 8 in the PDF "TJ\_37207\_1" the HLCM needs to be replaced.

### Warranty claim info:

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

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

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### VST Operation Number

VST Operation Number	Description
36050-2	Calibrating/Identifying with VIDA

### VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use the concern area "Vehicle Report" and the sub-concern area "Support Needed", use function group 3229.

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

### TJ 37207

The screenshot shows the Volvo diagnostic software interface. On the left, a navigation menu has 'Components' highlighted with a red circle 2. The main area shows a list of ECUs with 'High- to Low-voltage Converter Module (HLCM)' selected, also circled in red with a 4. Above the list, a tabbed interface has 'Diagnostic Sequences' selected, circled in red with a 5. The top navigation bar has 'Software Installation' circled in red with a 1. The VIN is YSMYKAE6R8062605 and the Model/Year/Chassis is Polestar 3, 2024, 002605.

### TJ 37207

The three screenshots illustrate the recovery process for the HLCM. The first screenshot (6) shows the 'Recovering HLCM from fail safe mode' dialog with 'HLCM - Fail safe, status Active' and 'HLCM - Recovering process, status Not started'. A red arrow points from this state to the second screenshot (7), which shows 'HLCM - Recovering process, status Completed' circled in green. A green arrow points from the second screenshot to the third screenshot (8), which shows 'HLCM - Recovering process, status Completed' circled in red and 'HLCM - Fail safe, status Active' circled in red. Each screenshot includes instructions to click the 'Recover' button and a note that the procedure takes less than 30 seconds.