

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Remote connection, BOMGAR application		Ref. No. TJ 8501.12.0	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3000	
Function Description Electric power supply; lighting; instrum		Page Page 1 of 2	

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DESCRIPTION:

Remote connection is now available for support from Retailer Technical Support (RTS)

The program site is called BOMGAR

The remote connection works over LAN and the computer/VIDA station must have access to the INTERNET.

The user must be logged in as an ADMINISTRATOR on the computer

The computer/VIDA station must meet the latest requirements according to SPJ 133834

LAN - Local Area Network

SPJ - Service Product Journal

CSC Customer Symptom Codes

Code	Description
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
1XX							0-0		-	0-0
2XX							0-0		-	0-0
3XX							0-0		-	0-0
4XX							0-0		-	0-0
5XX							0-0		-	0-0
6XX							0-0		-	0-0
8XX							0-0		-	0-0

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SERVICE:

Before joining a remote session:

- Connect a suitable battery maintainer/charger and verify that the battery voltage indicated in VIDA is between 12.5V and 14.9V.
- Connect to the vehicle over a wired connection using a VOE (Volvo OBD to Ethernet) adapter and perform a NEW vehicle readout.

There are two ways to access the remote connection:

1. Click on the link that is provided to you in a Vehicle Report. This will bring you directly to the given support session.
2. Go to page: <https://global.support.volvocars.biz/> You will receive the session key number from RTS before the session is started.

NOTE!

The first time you use BOMGAR from a VIDA station, a program will be downloaded and installed (approx. 2 MB), so it may take a little longer time the first time you connect.

VEHICLE REPORT:

N/A