

Technical Journal Title Vehicle/Connectivity report checklist		Ref. No. TJ 37175.1.1	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 0983	
Function Description TECHNICAL REPORTING		Page Page 1 of 2	

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Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

To provide timely and high-quality feedback to the appropriate department or factory, this journal with a checklist has been created for the reporter.

Always submit the Vehicle/Connectivity report in VIDA. Related DTCs and vehicle log files will be added automatically, saving a lot of time.

Checklist:

- Ensure that the vehicle and apps are on the latest released software version when the symptom occurs.
- Provide a clear description of the problem.
- Include the relevant customer symptom code.
- Provide the part number of the failing part.
- Specify the relevant function group.
- Include relevant DTC and log files.
- Note the timestamp when the issue occurs.
- Describe the condition when the issue occurs (e.g., driving, idling, parked, charging, road condition).
- If speed-related, specify the speed at which the symptom occurs.
- Attach photos
- Include a photo of the production label and QR code when needed.
- Provide a video clearly recording the symptom.
- Include a sound recording if the symptom involves noise.
- State the vehicle software version when the issue occurred and whether the software was downloaded via OTA or VIDA/PDS upgrade.
- Provide the app software version when the issue occurred.
- Specify the device (phone, tablet, watch) and operating system (OS).
- Include the location with Global Positioning System (GPS) coordinates.
- Provide the workshop/repair history.
- Indicate whether the fault was detected by the customer or during a workshop visit (maintenance, other repair).
- Describe what solved the issue.
- If you have more vehicles with the same symptom and platform, add them to the same report.
- Keep replaced material for at least 2 weeks.

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Note: Check the Volvo Cars support site for available software release information and TIE news for Google services updates.

CSC Customer Symptom Codes

Code	Description
3L	Technician information/Repair information/Not for warranty use
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
8XX							0-0		-	0-0