V O L V O

Technical Journal Title	Ref. No.	
EX90 Software download issues - temporary solutions (Key Tag info Included)	TJ 37071.5.0	

Issuer (Dept.)	Issue Date	Status Date
Technical Service	2/6/25	2/17/25

Car Market	Partner	Function Group
United States and Canada	3 US 7510 Volvo Car USA	3018

Function Description	Page
Software	Page 1 of 8

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Attachment

File Name	File Size
HUD.JPG	0.0269 MB
VCU1.JPG	0.0581 MB
VIDA yellow message.JPG	0.0147 MB
VIDA1_EX90.JPG	0.0175 MB
VIDA2_EX90.JPG	0.0278 MB
VIDA3_EX90.JPG	0.0170 MB
VIDA4_EX90.jpg	0.0650 MB
WPC.JPG	0.0129 MB

DESCRIPTION:
If the software download fails, please follow the advice under "Service".

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
47	Central locking/Glovebox locking/unlocking does not work
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
356							2025-9999		0000001-0999999	202417-999952

SERVICE:

#1. If SWDL fails and HLCM is in "Not responding", it is normal. HLCM is in silent mode and therefore not listening to diagnostic commands.
Continue with the next SWDL attempt without any action.

#2. If SWDL fails due to Silent mode (picture VIDA1_EX90), follow this:
   *•   Check if HLCM is in fail safe mode under "Components" - "High- to Low-voltage Converter Module (HLCM)" - "Diagnostic Sequences" - "Recovering HLCM from fail save mode"
   •   Check VIUP (PGWM and PGWA) is in Default. If not, follow "Recover VIUP/D failed SWDL" under point #3 below.
   •   Check that HVBM is in Default.
   a.   If it is not in Default, perform a 12V reset with VIDA for more than 10 minutes.
   b.   If it is in Programming, perform a reload of HVBM.
   •   Check that HVB SOC is above 2%. If not, charge the HVB.
   *•   If all of the above is okay and SWDL still fails due to Silent mode, open the VIDA diagnostic sequence under "Service Functions" - "Disconnect Main Battery" and deactivate and activate HLCM converting and try again.
   If the issue still remains, contact RTS through a Support Needed vehicle report in TIE.

#3. If SWDL failed due to the VIUP/D being partly installed (picture VIDA2_EX90), follow this:
   Check if VIUP/D is in Programming or Not responding.
   a.   If VIUP/D is in Programming:
      aa.   Perform a 12V reset with VIDA diagnostic sequence under "Service Function" - "Disconnect Main Battery", 30 minutes.
      ab.   Reload VIUP/D.
   b.   If VIUP/D is not responding:
      ba.   Perform a 12V reset with VIDA diagnostic sequence under "Service Function" - "Disconnect Main Battery", 30 minutes. (try at least 3 times).
      bb.   If we get VIUP/D in Programming, perform a reload.
      bc.   If VIUP/D is still in not responding, contact RTS through a Support Needed vehicle report in TIE.

•   How to do a 12V hard reset if 12V reset with VIDA fails (step #2 & #3):

   Alt a:
   a1.   Disconnect 12V batteries.
   a2.   VIDA => Software installation => Advanced test => Reset
   *a3. Connect 12V batteries after more than 10 minutes. Ensure the main (rear) battery is connected first. It is crucial to wait at least 30 seconds before mounting the redundant (front) battery.

   Alt b:
   b1.   Disconnect 12V batteries.
   b2.   Access the VCU in the front passenger compartment and disconnect connector (see picture VCU1) on the VCU for more than 10 seconds.
   *b3. Connect 12V batteries after more than 10 minutes. Ensure the main (rear) battery is connected first. It is crucial to wait at least 30 seconds before mounting the redundant (front) battery.

#4. If there is a VIDA message "Purchase Failed - StatusCode: 502 ServerCode: 10" (picture VIDA3_EX90)
Contact RTS through a Support Needed vehicle report in TIE.

#5 Pairing of key tag:
   a. Charge the key tag on the WPC.
      If not charging, follow TJ 37030.
   b. Pairing of key tag fails:
      Car needs to be in status Available or higher => close and reopen driver door.
      *Make sure that WPC is active and charging the key tag.
   c. Pairing of key tag fails:
      If you get message in VIDA, "...potential issue between key and Wireless Phone Charger..." (picture WPC), perform a TCAM reload, "Yes" to replace hardware.
      Then retry pairing.
   d. Key tag pairing may be lost after SW download.
      Check key tag pairing by removing the NFC card from the car, enter the car with the key tag and check if it's possible to put car in D or R.
      If message "No Key found" appears - pairing is required via "Keyless vehicle key Appl" SWDL.

#6. PDS upgrade yellow message – not complete!
   After PDS is done with yellow message "..SW installed needs verification.." (picture VIDA Yellow message), perform the following steps:
   1. Click "OK" or "Cancel" on the error message.
   2. Revoke the software.
   3. Re-download the PDS.
      Check key tag pairing again.

#7. General VIDA warning messages:
   a. General VIDA warning messages, example "no response HUD" (picture HUD) after PDS upgrade:
      If the warning message appears after PDS installation, please perform a reset of vehicle under Advanced Test Option in VIDA and check if the ECU is in Default, if not repeat this step 2 more times.
      If problems still occur, contact RTS through a Support Needed vehicle report in TIE.
   b. General VIDA warning message, example "Critical failure" (picture VIDA4_EX90)
      If the warning message appears in the beginning of PDS installation follow below:
      If usage mode is "Convenience" make sure that no one is seated in the car and try again.
      If the problem still exists, turn off climate in CSD.
      If problems still occur, contact RTS through a Support Needed vehicle report in TIE.

#8. If a vehicle readout is done and some nodes are Not Responding follow the steps below:
   a. Generic method.
      Perform reset 3 times under VIDA => Software installation => Advanced test => Reset.
      If 3rd reset doesn't set the ECUs to Default or Extended, then run VIDA "Service Function" - "Disconnect Main Battery".
      If problems still occur, contact RTS through a Support Needed vehicle report in TIE.

b. NFCA Not Responding.
If NFCA is not responding, disconnect driver door connector 30 seconds and then check under VIDA => Software installation => Advanced test if NFCA is in Default.

#9. Glove box cannot be opened.
Follow method in VIDA IE ID: VCC-522725-2 "Emergency opening of glove box".

#10. Window calibration after SWDL:
After SWDL installation, one or several windows can lose calibration.
*Follow method in VIDA IE ID: VCC-524977-2 "Door Window Motor Initialization"

*#11. Certificates
*If there have been downloading issues and the car has been recovered, verify that the certificates are valid in VIDA by navigating to Diagnostic > Remote Services > Connectivity > Cloud

Abbreviations:

SWDL = Software Download
VIUP = Vehicle Integration Unit Passenger side
VIUD = Vehicle Integration Unit Driver side
PGWM = Passenger side Gateway Module
PGWA = Passenger side Gateway module A
HLCM = High- to Low-voltage Converter Module
HVBM = High Voltage Battery Module
HVB = High Voltage Battery
SOC = State Of Charge
12V = 12 Volt
RMDB = Rear Main Distribution Box
WPC = Wireless Phone Charger
NFCA = Near Field Communication module A

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
99923-2	General Reimbursement acc to 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 needed", use function group 3018.

To view TJ attachments continue to next page. This TJ has eight attachments.

Software installed, needs verification

The HUD does not respond! The software is successfully installed but the final steps did not succeed.

Click OK to be directed to the Network tab, to fault trace the HUD.

When the HUD responds, please start the same software installation again (the flow will continue from where it was stopped).

TJ37071

OK   Cancel

TJ37071

Software installed, needs verification

The software is successfully installed. Do not retry to load the same software!

An unexpected error has occurred after the installation. Verify that the vehicle is working correctly before leaving it to the customer.

Click OK to remove the software package from VIDA.

TJ37071

OK   Cancel

Vehicle unmodified, precondition not met

Silent Mode has not been successfully activated or deactivated in HPA.

TJ37071

OK   Cancel

Critical failure

The DGWM is only partly installed! The vehicle should not leave the workshop without proper repair.
It will not help to retry with the same software. It might help to reload the DGWM.

Click OK, to remove the software package and submit a TIE Report.

TJ37071

OK   Cancel

Purchase Failed

Problem with VIDA Service StatusCode: 502 ServerCode: 10. Please retry later.

TJ37071

OK

Critical failure

An unexpected error occurred!
The software is only partly installed! The vehicle should not leave the workshop without proper repair. It might help to retry to install the software.

Click OK, to retry the software installation.

TJ37071

OK   Cancel

Information   ×

Due to a potential issue between the key and the Wireless Phone Charger (WPC) the pairing has failed, perform the pairing with another key and see if this solves the issue.

TJ37071

OK