

Volvo Car USA LLC

Technical Journal

Technical Journal Title Remote Connection, BOMGAR Application		Ref. No. TJ 8501.13.0	
Issuer (Dept.) Technical Service		Issue Date 3/25/25	Status Date 4/3/25
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 4	

Attachment

File Name	File Size
TJ_8501_1.pdf	0.3490 MB

Rows beginning with * are modified

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

DESCRIPTION:

**Attachment added and updated under service.*

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

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

TJ-8501

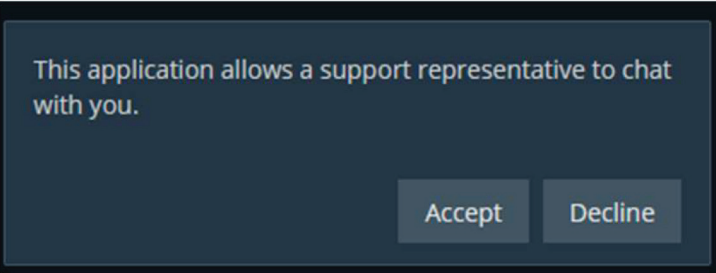
1



Please enter your name:

Submit

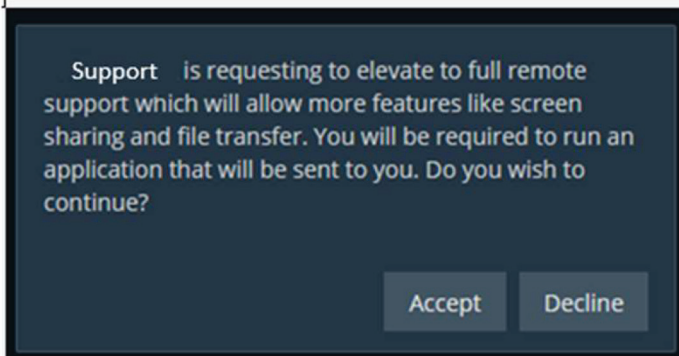
2



This application allows a support representative to chat with you.

Accept Decline

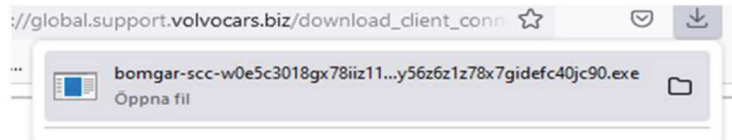
3



Support is requesting to elevate to full remote support which will allow more features like screen sharing and file transfer. You will be required to run an application that will be sent to you. Do you wish to continue?

Accept Decline

4



VOLVO CARS REMOTE SUPPORT

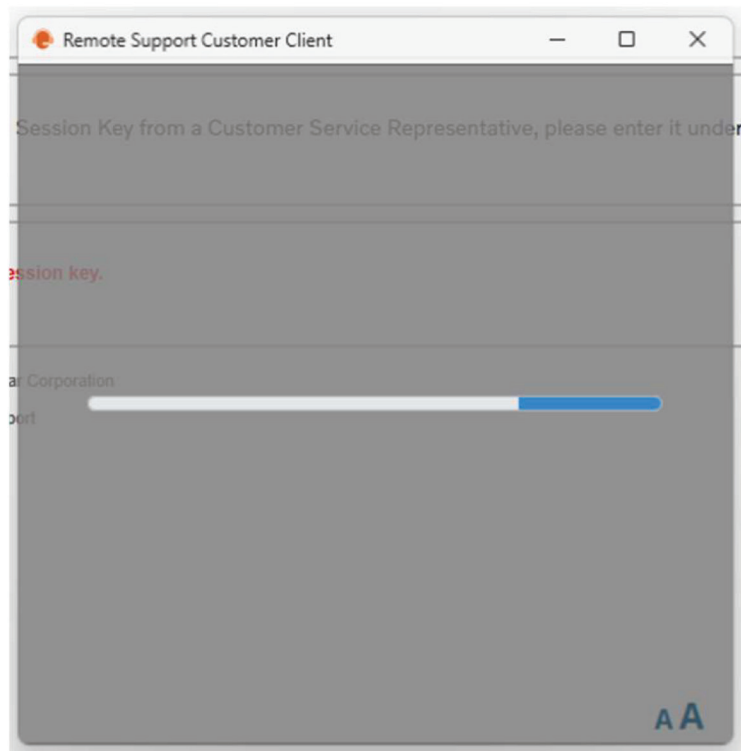
If you received a Session Key from a Customer Service Representative, please enter it under session key.

You are about to start a support session.

1. Open the file when it finishes downloading. If you do not see a downloaded file, [click here](#).
2. Click Run if you are asked if you want to run this software.

You may close this window at any time after your session has started.

5



6

