

Volvo Car USA LLC

Technical Journal

Technical Journal Title AC Charging Cable Failure Modes		Ref. No. TJ 37324.1.0	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3773	
Function Description Cable harness, high volt. ext. charging		Page Page 1 of 4	

Attachment

File Name	File Size
TJ_37324_1.pdf	0.0786 MB
TJ_37324_2.pdf	0.1467 MB

DESCRIPTION:

If AC charging of the vehicle works except when using the factory-supplied charging cable (North America "Type-1", household plug), follow advice under 'Service'.

CSC Customer Symptom Codes

Code	Description
YL	Plug-in charging/No/reduced/incorrect function/With external AC-cable

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
416							2024-9999		-	202414-999952

SERVICE:

Before replacing the cable, the fault needs to be verified at the workshop.

The attached table *TJ_37324_1.pdf* can help identify whether the problem stems from the cable or external circumstances.

Inspect the cable handle for buildup of sand/debris that can prevent a good connection for charging. See attachment *TJ_37324_2.pdf* for reference.

- NOTE: European (a.k.a. Mennekes/Type 2) connector is shown. North America Type-1 connector is similar.

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If the cable is functional at the workshop, inform the customer that the different failure modes can be found on the back of the charger. Additionally, communicate that there could be an issue with their home installation causing the charging issue. Refer to TJ 34102 for more information.

If the cable is confirmed to be non-functional at any receptacle and no external damage is found, it can be replaced.

Retain all replaced cables per standard part retention guidelines found in the Warranty Policy and Procedure Manual (WPPM) located on the retailer portal.

See information under Vehicle Report for reporting guidelines regarding replaced cables.

Warranty claim info:

Information only. No warranty claim accepted for a job described in this TJ.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect and the cable needs to be replaced. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 3773.

Please provide the following information when submitting a report:

- Adapter used (110V/220V)
- Status of indicator lights on the charger box at time of failure (e.g. input light solid red, output light flashing red)

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

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States description	Input indicator	Output indicator
Initial State	White light on	White light on
Charging	Green light flash	Green light flash
Charging completed	Green light on	Green light on
Unconnected	Green light on	Off
Overcurrent protection	Red light on	Off
Over /under voltage protection	Red light flash	Off
Leakage protection	Off	Red light on
Communication abnormal	Red light flash	Red light flash
Ungrounded	Red light on	Red light flash
Relay adhesion	Red light flash	Red light on
Self-checking fault	Red light on	Red light on

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