

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Software Update Fails and VIDA Can't Connect, VGM Unresponsive		Ref. No. TJ 36514.5.0	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3900	
Function Description Media, navigation and communication		Page Page 1 of 3	

Rows beginning with * are modified

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

DESCRIPTION:

*Added VST Operation No.

If the vehicle is experiencing problems communicating with VIDA, especially in relation to a failed SWDL, this could be related to that the VGM not responding. Please see under Service for advice.

Note: This TJ only applies to vehicles with the Android Automotive Operating System.

VGM = Vehicle Gateway Module

SWDL = Software Download

OBD = On-Board Diagnostic

CSC Customer Symptom Codes

Code	Description
22	Diagnostic communication/Wired diagnostic connection to vehicle does not work
23	Diagnostic communication/WiFi diagnostic connection to vehicle does not work
24	Diagnostic communication/Remote diagnostic connection to vehicle 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
224							2023-9999		-	202222-999952
225							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
234							2022-9999		-	202122-999952
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952

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Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	ED	E400V6					2021-9999		-	202037-999952
536	EH	E400V8					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:

If SWDL fails, the VGM might end up in an unresponsive state. To identify if this has happened, the most clear symptom is that the car does not show up in VIDA. The car might be readable with DICE, but it will not be possible to perform a reload or get out of this unresponsive state via the DICE.

Prior to starting fault tracing, please check that there is no aftermarket dongle attached to the OBD connector; this might interfere and cause issues with the vehicle's diagnostic communication.

To get the car communicating through VIDA, please perform the following steps:

1. Press the OnCall/Connect/Talk Bubble button; if the call is connected, this might trigger the VGM to respond in VIDA. If this doesn't help, continue with the below step.
2. Exchange the VGM with a donor VGM, if there is one available (the HW part numbers do not need to match); if the car shows up in VIDA, connect to the car. Without disconnecting the VIDA connection, remove the donor VGM and replace it with the original VGM (it is important that this step is executed within a few minutes).
3. If the car still shows up in VIDA, and diagnostic communication is possible, perform a reload of the VGM. If successful, the VGM is now restored.

If a donor VGM is not available, a new VGM will need to be ordered. If this is the case, please repeat the above procedure, starting at step 2. If the procedure is executed successfully, the new VGM can now be used as a donor VGM in future cases similar to the one described in this TJ.

If the VIDA connection is not established by the above method, please contact Retailer Technical Support through a "Support Needed" vehicle report.

Note:

TJ 31946 advises against exchanging components between cars for testing purposes. If unsure on the procedures and methods described in the above steps, please contact your local helpdesk for assistance related to this TJ; see under Vehicle Report.

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, please use the attached VST Operation No.

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading
98773-2	Control module (VGM) check acc. to TJ
39752-2	Vehicle Gateway Module (VGM) replace

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 3900.