

Technical Journal Title EX30 Digital Key - Information and Troubleshooting		Ref. No. TJ 37337.1.0	
Issuer (Dept.) Technical Service		Issue Date 4/10/25	Status Date 4/17/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3660	
Function Description Automatic monitoring and control		Page Page 1 of 4	

Attachment

File Name	File Size
TJ_37337_1.jpg	0.0875 MB

DESCRIPTION:

If EX30 Digital Key activation or connection does not work, follow advice under “Service”.

EX30 Digital key requires vehicle software 1.5.2- and EX30 app version 1.8- and latest OS version.

Digital Key comes in two variants depending on the car equipment level:

Core - Digital key - allows only for active (NFC reader) entry.

PLUS/ULTRA - Digital key plus - allows for active (NFC reader) and passive (UWB antennas) entry (require UWB compatible device).

UWB = Ultra-wideband

NFC = Near Field Communication

CSD= Center Stack Display

CSC Customer Symptom Codes

Code	Description
6S	Locking/unlocking/Phone as key does not work

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		-	202336-999952

Technical Journal 37337.1.0

SERVICE:

Preconditions before activation of the Digital Key, follow the steps below:

- Check the “Owner Volvo ID” in VIDA- Volvo Cars app set up page- is completed. If the “Setup” button is greyed out, this has been completed successfully.
- Bring the NFC card or key fob.
- Ensure the car is awake, parked outside in an area with good mobile network coverage.
- Ensure your OS device is running the latest OS version, has good internet connection and Bluetooth enabled.
- The Volvo ID assigned as the “Owner” should be the first Digital Key to be paired.
- Each vehicle can only have one “Owner Volvo ID” who manages and shares the Digital Key.
- The “Owner Volvo ID” will receive the activation email including an 8 digit code that is required when activating via CSD (not needed when activating Digital Key via the EX30 app).

There are three different methods to activate the Digital Key but the recommended method is to use the EX30 app which is handled in this TJ.

Activation via the EX30 app invite (Preferred method)

1. Sign in the “Owner” profile both in car and EX30 app.
2. Place the NFC card or the key fob on the reader.
3. Open EX30 app and go to the vehicle tab and tap “Enable your digital key.”
4. Tap “Get Started,” then “Continue” and finally “Enable Digital Key.”
5. When you see “Add Car Key to Wallet,” tap “Continue.” A progress bar will show the key being added to your phone.
6. After adding the key, your phone will provide information about “Using Car Key.” Tap continue after reading, and the CSD will confirm the key was added.

Troubleshooting:

Interrupted pairing and “pairing progress bar” in CSD is stuck at 0, 75 or 90%

1. Delete the EX30 app and re-install the app and try again.
2. Turn the phone Bluetooth off, wait 30 seconds and turn back again.
3. If the pairing progress bar is stuck at 0%, remove the NFC card or keyfob from reader. Tap the phone device on the reader, see attachment TJ_37337_1.jpg. Place the NFC card or keyfob back to the reader and see if the “pairing progress” bar is starting to move.
4. Finding the position on the reader so the device is identified for pairing can be difficult. Try to replace the device and start over.

See information in [https://www.volvocars.com support site -Support/Car information/Car software/Software updates/Digital key for EX30](https://www.volvocars.com/support/Car%20information/Car%20software/Software%20updates/Digital%20key%20for%20EX30)

Warranty claim info:

No warranty claim is accepted for this 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 not needed", use function group 3660.

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

