

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Not possible to go to Drive mode after Engine Remote Start (ERS)		Ref. No. TJ 37083.3.1	
Issuer (Dept.) Technical Service		Issue Date 4/14/25	Status Date 4/24/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3300	
Function Description Starting system		Page Page 1 of 2	

Rows beginning with * are modified

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DESCRIPTION:

If customer complains when they have used ERS function in Volvo Cars App and the vehicle doesn't go up to Driving Mode, please follow advise under service.

ERS = Engine Remote Start

CSC Customer Symptom Codes

Code	Description
AA	Starting/Engine does not start/Engine turns
EF	Engine Remote Start (ERS)/Does not work
JG	Volvo On Call/Other Volvo On Call problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224	L1	BL1KERS					2025-2025		-	202417-999952
227	L1	BL1KERS					2025-2025		-	202417-999952
236	06	B06KERS					2025-2025		-	202417-999952
238	06	B06KERS					2025-2025		-	202417-999952
238	M1	BM1KERS					2025-2025		-	202417-999952
246	06	B06KERS					2025-2025		-	202417-999952
246	M1	BM1KERS					2025-2025		-	202417-999952
256	06	B06KERS					2025-2025		-	202417-999952
256	M1	BM1KERS					2025-2025		-	202417-999952
536	K9	BK9KERS					2025-2025		-	202417-999952
536	L1	BL1KERS					2025-2025		-	202417-999952

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SERVICE:

Do not replace any parts or perform fault tracing. This will be resolved with software planned to be released in 2025 quarter 4.

This TJ will be updated when new information becomes available.

Customer can be advised as follows:

To be able to put the vehicle into Drive mode, the driver must first shut the vehicle off (release brake pedal, turn Start knob), and then start the engine normally.

*In some cases, it may be necessary to use the Volvo Cars app to shut the engine off before re-starting using the Start knob.

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 3300.