

Technical Journal Title <b>EX90 Digital Key - Pairing Failures (error code 409)</b>		Ref. No. <b>TJ 37263.1.1</b>	
Issuer (Dept.) <b>Technical Service</b>		Issue Date <b>5/1/25</b>	Status Date <b>5/7/25</b>
Car Market <b>United States and Canada</b>	Partner <b>3 US 7510 Volvo Car USA</b>	Function Group <b>3660</b>	
Function Description <b>Automatic monitoring and control</b>		Page <b>Page 1 of 3</b>	

## Attachment

File Name	File Size
TJ_37263_1.jpg	0.0832 MB

Rows beginning with \* are modified

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

### DESCRIPTION:

Before handing over a new car during the first delivery, it is mandatory to check that the car is provisioned correctly.

This step is essential to enable a customer to pair and use the Digital Key as a Connected Service.

If VIDA setup is not completed with the provision status successful, the Digital Key pairing will not work and an error message will occur, see attachment TJ\_37263\_1.jpg.

In such cases, please follow the advice under "Service".

### 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
356							2024-9999		-	202417-999952

### SERVICE:

1. Open the VIDA application and go to the Volvo Cars app Set up function page.
2. Check if the "Provision Status" is successful or empty. If it is empty, click on "Setup". This will then provision the car successfully, to activate all "Connected Services".

If it is successful, Digital Key pairing can now be completed.

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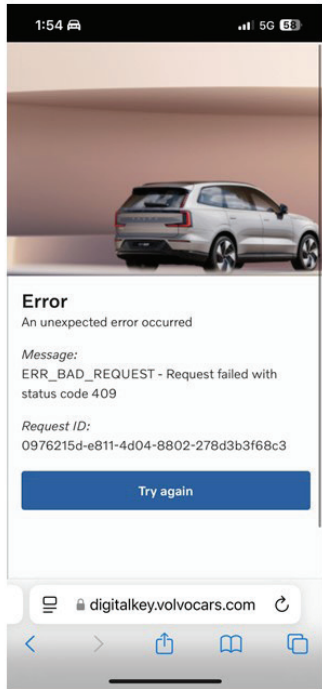
**Warranty claim info:**

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.**



View Details

Vehicle Details Volvo Cars App

Vehicle Android Infotainment

VIN: 7J...  
Model: EX90 2025  
Market: US  
License Plate in VDA: [ ]

Volvo Cars App

License Plate: [ ]

Provisioning status: [ ]

Owner

Volvo ID: [ ]@...com

Name: [ ]  
Email: [ ]@...com  
Phone number: [ ]

Subscriptions: Not applicable for vehicles with Android Infotainment System

Setup End ownership



View Details

Vehicle Details Volvo Cars App

Vehicle Android Infotainment

VIN: 7J...  
Model: EX90 2025  
Market: US  
License Plate in VDA: [ ]

Volvo Cars App

License Plate: [ ]

Provisioning status: Success (Setup) 2025-01-28 20:02:06

Owner

Volvo ID: [ ]@...COM

Name: [ ]  
Email: [ ]@...COM  
Phone number: [ ]

Subscriptions: Not applicable for vehicles with Android Infotainment System

Setup End ownership

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