

Technical Journal Title Digital Key, Activation Fails (error code 409)		Ref. No. TJ 37263.2.0	
Issuer (Dept.) Technical Service		Issue Date 5/15/25	Status Date 5/19/25
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_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:

*This TJ is rewritten in its entirety.

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 activation will not work and error message will occur, see attachment TJ_37263_1.jpg.

If activation problem occurs, follow advice under "Service".

EX90 Digital Key is available on both iOS and Android systems.

Passive entry requires an UWB compatible phone device.

UWB = Ultra-wideband

CSD = Center Stack Display

CSC Customer Symptom Codes

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

DTC Diagnostic Trouble Codes

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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 VIDA application and go to Volvo Cars/Polestar App “Set up” page.
2. The Volvo ID assigned as the “Owner” should be the first one Digital Key to be paired.
3. Check if the correct Volvo ID is filled in and 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”, then Digital Key pairing can be completed.
4. Check if the Volvo Cars app remote functions is working.
- If the remote functions not working, then check if the certificates status is OK in VIDA- Diagnostics- Overview - Remote Services - Connectivity - Cloud.
If VIDA indicate problem with the certificate then perform a “Change market certificate” according to VIDA. Note! Paired Key Fob needs to be paired again after the reload.
5. Ensure the car is awake, parked outside in an area with good mobile network coverage.
6. Ensure customer OS device is running the latest OS version, has good internet connection and Bluetooth enabled.
7. Start the preferred Digital Key activation process, either via SMS or email invitation link or via vehicle CSD settings.

Troubleshooting:

- Turn the phone Bluetooth off, wait 30 seconds and turn back again.
- Perform PAK (Phone as key) reset by tap the thumb edge sensor on the door handle right side, where you usually lock the car, five times.
Make sure there is a gap of at least on second between each tap.
Complete all five taps within a 10-second window. To help you time it correctly, count “one thousand one, one thousand two” and so on.

Note: If the phone device is a company phone it may have restrictions, check with a similar phone without restrictions to verify there is not a problem with the device.

When the Digital Key is successfully activated verify the functionality is working as intended, as approach with lock/unlock and start vehicle both with UWB and NFC function.

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

Note that the TJ number must be stated in the repair order text.

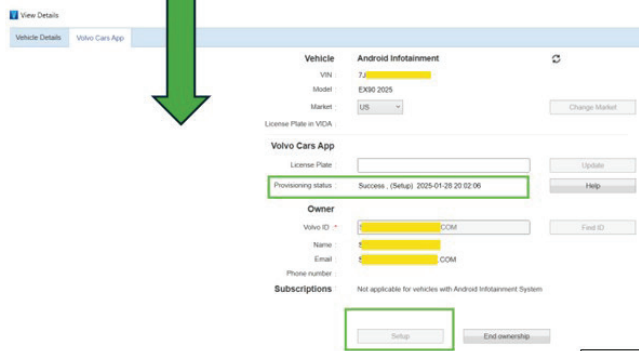
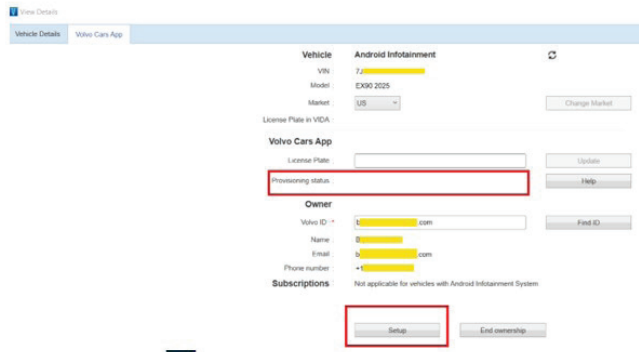
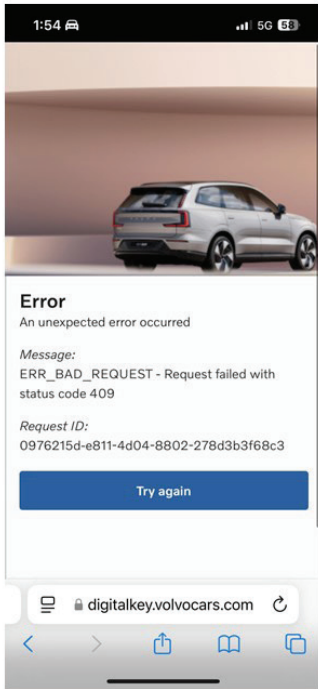
VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

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 3660.

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



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