

Technical Journal Title AC Charging Cable Failure Modes		Ref. No. TJ 37324.2.0	
Issuer (Dept.) Technical Service		Issue Date 5/23/25	Status Date 6/10/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3773	
Function Description Cable harness, high volt. ext. charging		Page Page 1 of 4	

Attachment

File Name	File Size
TJ_37324_1.pdf	0.0786 MB
TJ_37324_2.pdf	0.1878 MB

Rows beginning with * are modified

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

DESCRIPTION:

*Updated VST Operation No

*Updated Service instructions.

If AC charging of the vehicle works **except** when using the factory-supplied charging cable (North America "Type-1", household plug), please follow the advice under 'Service'.

CSC Customer Symptom Codes

Code	Description
YL	Plug-in charging/No/reduced/incorrect function/With external AC-cable

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		-	202414-999952

SERVICE:

Before replacing the cable, the fault needs to be verified at the workshop.

The attached table *TJ_37324_1.pdf* can help identify whether the problem stems from the cable or external circumstances.

Inspect the cable handle for build up of sand/debris that can prevent a good connection for charging. See attachment *TJ_37324_2.pdf* for reference.

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- NOTE: European (a.k.a. Mennekes/Type 2) connector is shown. North America Type-1 connector is similar.

*Inspect the cable to verify that there is no visual damage. Visually inspect the connection positions of the charging connector and the female/male end to ensure there are no foreign objects in the plug. Also verify that the inserts on the male part is not bent.

*After visual inspection and possible removal of foreign objects verify if the cable still is not functional. If the cable is still not functional perform A to B to A testing by first connecting the cable to a different power outlet, and secondly connect the cable to a different vehicle. If the cable still is non-functional record which fault mode is present from the indicator lights, see table TJ_37324_1.pdf to identify whether the problem stems from the cable or external circumstances.

If the cable is confirmed to be non-functional at multiple receptacles and vehicles, it can be replaced.

If the cable is functional at the workshop, inform the customer that the different failure modes can be found on the back of the charger. Additionally, communicate that there could be an issue with their home installation causing the charging issue. Refer to TJ 34102 for more information.

Retain all replaced cables per standard part retention guidelines found in the Warranty Policy and Procedure Manual (WPPM) located on the retailer portal.

See information under Vehicle Report for reporting guidelines regarding replaced cables.

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
99922-2	General Reimbursement acc. to QB/TJ

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect and the cable needs to be replaced. Use concern area "Vehicle Report" and sub concern area "Support Not Needed", use function group 3773.

Please provide the following information when submitting a report:

- Adapter used (110V/220V)
- Status of indicator lights on the charger box at time of failure (e.g. input light solid red, output light flashing red)

To view TJ attachments continue to next page. This TJ has two attachments.

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States description	Input indicator	Output indicator
Initial State	White light on	White light on
Charging	Green light flash	Green light flash
Charging completed	Green light on	Green light on
Unconnected	Green light on	Off
Overcurrent protection	Red light on	Off
Over /under voltage protection	Red light flash	Off
Leakage protection	Off	Red light on
Communication abnormal	Red light flash	Red light flash
Ungrounded	Red light on	Red light flash
Relay adhesion	Red light flash	Red light on
Self-checking fault	Red light on	Red light on

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