

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Privately Imported Vehicles - Connectivity Setup		Ref. No. TJ 36610.2.0	
Issuer (Dept.) Technical Service		Issue Date 5/21/25	Status Date 6/11/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3975	
Function Description Mobile data services, general		Page Page 1 of 2	

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

DESCRIPTION:

This TJ is only valid for vehicles privately imported, within the same region.

If a vehicle is privately imported and requires connectivity functions, please see advice under Service.

Note: QW90 needs to be updated prior to changing the market certificate. The process of updating QW90 should be initiated by the NSC before the workshop visit as this process can take up to 36 hours.

VOC = Volvo on Call

NSC = National Sales Company

VDMS = Vehicle Data Management System

CSC Customer Symptom Codes

Code	Description
EM	Internet Connection/Does not work
6K	Mobile app Volvo Cars/Activation problems
6N	Mobile app Volvo Cars/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/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
224							2023-9999		-	202222-999952
225							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
236							2022-9999		-	202122-999952

Technical Journal 36610.2.0

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	ED	E400V6					2021-2023		-	202037-202316
536	EH	E400V8					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-2023		-	202222-202316
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:

Make sure QW90 has been updated prior to performing below steps:

If vehicle software is not up to date, please perform a Total Upgrade according to TJ 31543.

Connect vehicle to VIDA and select the VIN in the Planning & Diagnostics tab to open the Details view, select the VOC Details tab.

Now enter the registration plate number and Volvo ID and press the “*Setup*” button.

*After the “*Setup*” button has been pressed then press the “*Change to*” button. This will change the Volvo On Call configuration to your market.

When these steps are completed, go to the Software Installation tab, download and install “*Change market certificate*”.

When the Market certificate has been installed, please make sure that the customer contacts Volvo Cars support in order to link the car to the customer’s Volvo ID.

By linking the car to the Volvo ID, the various systems will be updated. The systems include: **VDMS, Online Service Booking, etc.**

Warranty claim info:

No warranty claim is applicable 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 needed”, use function group 3975.