

# V O L V O

## Volvo Car USA LLC

## Technical Journal

Technical Journal Title No Start After Failed OTA Installation		Ref. No. TJ 37430.1.0	
Issuer (Dept.) Technical Service		Issue Date 7/10/25	Status Date 7/17/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3723	
Function Description Electric distribution box; electric dist		Page Page 1 of 2	

### DESCRIPTION:

If the customer experiences no start after an attempted OTA installation, it can be because the CEM is still in "OTA mode", follow advise under "Service".

### List of abbreviations:

CEM - Central Electronic Module  
OTA - Over The Air  
SP - Software Product

### CSC Customer Symptom Codes

Code	Description
BE	Starting/Engine does not start/Engine does not turn/Unsure when/at all times
BF	Starting/Engine does not start/Engine does not turn/Clicking sound at start attempt
BJ	Starting/Engine does not start/Unsure when/at all times

### DTC Diagnostic Trouble Codes

### Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
416							2024-2099		-	202336-209952

### SERVICE:

Do not replace any parts.  
To recover the CEM, download SP 80026889, "OTA RESTORE".  
After this has been installed, confirm that the car can now be started and driven.  
Ensure that the car has the latest software by following TJ-31543.

### 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.

## Technical Journal 37430.1.0

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### 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 3723.