

Volvo Car USA LLC

Technical Journal

Technical Journal Title EX90 - Failed Software Download Causing Invalid Certificates		Ref. No. TJ 37473.1.0	
Issuer (Dept.) Technical Service		Issue Date 8/21/25	Status Date 8/26/25
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 3	

Attachment

File Name	File Size
TJ_37473_1.jpg	0.1648 MB

DESCRIPTION:

If SWDL fails for any reason, it may result in the vehicle having invalid certificates. In such cases, follow the advice under "Service".

SWDL = Software Download

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
2V	Technician information/Software/Vehicle communication/Not for warranty use

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
356							2025-9999		-	202417-999952

SERVICE:

If a Total Upgrade, PDS, or TCAM reload fails on any ECU, the TCAM may end up with invalid certificates.

To ensure proper functionality after successfully recovering the car with a new software download, follow these steps to verify certificate validity:

1. Disconnect the OBD cable from the vehicle.
2. Open VIDA and navigate to:
Diagnostics -> Remote Services -> Cloud -> Last Connection Attempts
3. Check the timestamp of the latest connection attempt to confirm that a new attempt has been made after the recovery.

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4. Verify certificate status: Ensure the vehicle is still communicating using valid certificates.
5. If invalid certificates are detected, follow VIDA's recommendation and install the "Change Market Certificates" software product to restore proper communication.

Refer to the attached image TJ_37473_1.jpg for visual guidance.

Abbreviations:

SWDL: Software Download

TCAM: Telematics and Connectivity Antenna Module

ECU: Electronic Control Unit

PDS: Pre Delivery Service

OBD: On Board Diagnostic System

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 needed", use function group 3975.




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

Overview > Remote Services > Connectivity > Cloud

Refresh

Cloud

Latest connection attempts Certificate status in Cloud.

Date	ECU & Certificate		
2025-08-19 08:27:33	DH1		
 2025-08-19 08:28:09	TCAM - Cloud connectivity		
 Issue found: Invalid certificate Action Required: Order and install "Change market certificate"			
Status	Issue Date	Expiration Date	Serial Number
Invalid	2025-02-02 00:20:34	2060-02-03 00:20:34	1855021115c8446a

Overview > Remote Services > Connectivity > Cloud

Refresh

Cloud

Latest connection attempts Certificate status in Cloud.

Date	ECU & Certificate	
2025-08-18 17:22:18	DH1	
2025-08-19 09:30:05	TCAM - Cloud connectivity	

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