

Volvo Car USA LLC

Technical Journal

Technical Journal Title EX30 - Connectivity Symbol “!” Flickering On/Off		Ref. No. TJ 37528.1.0	
Issuer (Dept.) Technical Service		Issue Date 10/2/25	Status Date 10/9/25
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	

Attachment

File Name	File Size
TJ_37528_1 (1).MP4	1.0367 MB

DESCRIPTION:

If a customer complains about an exclamation mark on the connectivity symbol, please follow the advice under “Service”.

Please see attached video TJ_37528_1 for reference.

CSC Customer Symptom Codes

Code	Description
EM	Internet Connection/Does not work
6E	Driver information/Wrong/missing

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		-	202336-999952
417							2025-9999		-	202509-999952

SERVICE:

After v1.7.1 SW, it is possible that the exclamation mark in the connectivity symbol is present intermittently, regardless of good or bad internet connectivity. It does not depict the true status of the internet connection.

This is a known issue and will be fixed in the upcoming Software release. The software version is to be determined and this TJ will be updated accordingly.

Technical Journal 37528.1.0

Warranty claim info:

No warranty claim is accepted for this TJ.

VEHICLE REPORT:

Yes, please submit a Vehicle Report for tracibility of this issue. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 3975.

This TJ has a video attachment.