

Volvo Car USA LLC
Technical Journal

Technical Journal Title PAK Software Download Fails		Ref. No. TJ 37518.3.0	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3978	
Function Description Software		Page Page 1 of 3	

Attachment

File Name	File Size
TJ_37518_1.JPG	0.0780 MB

Rows beginning with * are modified

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

DESCRIPTION:

If VIDA shows message “A problem was detected with PAK and its UWB antennas...” during pre-installation of software download to PAK module, or if software download to PAK module fails and gets stuck in programming session, follow advice under “Service”.

PAK = Phone As Key

UWB = Ultra Wide Band

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed

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 VIDA shows message “A problem was detected with PAK and its UWB antennas...”:
This means that there is a communication fault with one or more of the UWB antennas.
*This will prevent software download and the antennas/wiring needs to be fault traced. Use the DTC’s set in PAK to identify the failing UWB antenna circuit or use the antenna test in VIDA see attachment TJ_37518_1.JPG.

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2. If software download to PAK module fails and gets stuck in programming session either after VIDA or OTA SW download:
Do not replace the TCAM for this issue, as it will not resolve the problem. The root cause is likely a communication fault with one or more of the UWB antennas.

Please proceed as follows:

Create a TIE report using the template, "Vehicle Report" and "Support Needed".
Include the VIDA Diagnostics/Vehicle communication logs in the report. These logs are essential for identifying which UWB antenna is causing the issue.

Note: If the software download to the PAK fails due to issues with a UWB antenna or its cable, the PAK will not boot into the default session even after the antenna issue has been resolved.

To recover:

Perform another software download attempt after fixing the UWB antenna or cable issue.
If the software download completes successfully, the PAK will then boot into the default session as expected.

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.

Please note that fault tracing is not eligible for separate reimbursement under this TJ. Any fault tracing VST operation numbers will be rejected.

Note, that the TJ number must be stated in the repair order text.

VST Operation Number

VST Operation Number	Description
98818-3	Calibration/activation acc. to TJ
98801-2	Reimbursement acc. 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 3978.

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

The screenshot displays the Volvo VIDA diagnostic software interface. At the top, the 'VIDA' logo is visible. Below it, the 'Home' tab is active, showing the vehicle model 'EX90, 2020, 199V3, 1EDT AWD'. The interface is divided into several sections:

- Left Panel (Lists):** Contains a navigation menu with categories like Planning, Claim Types, Technical Journals, Service Programs, Operations and Packages, Parts, Software, and Diagnostics. The 'Diagnostics' category is expanded, showing sub-items like Components and Service Functions.
- Top Bar:** Displays vehicle information including VIN, battery status (Front 12.6 V / 87%, Rear 14.5 V / 100%), and other vehicle details like 'Movable' and 'Virtual #3'.
- ECU List (Center):** A table with columns for ID and Name. The 'Sensors & Actuators' tab is selected. The list includes:

ID	Name
4/567	Passenger side Gateway Module (PGWM)
4/567	Passenger side Gateway module A (PGWA)
4/573	Passenger side Power Distribution (PPD)
4/313	Phone As Key unit (PAK)
4/169	Power Seat Module Driver (PSMD)
4/210	Power Seat Module Passenger (PSMP)
6/163	Power Steering Control Module (PSCM)
4/116	Power-Operated Tailgate module (POT)
4/215	Rear Driver Door Module (RDDM) Default
- Right Panel (Diagnostic Sequences):** Shows a list of diagnostic sequences, with 'System self-test, antennas' highlighted.

Red circles with numbers 1 through 7 are overlaid on the image to highlight specific elements: 1 (Home tab), 2 (Diagnostics menu), 3 (Components sub-menu), 4 (ECU List header), 5 (PAK ECU), 6 (Diagnostic Sequences header), and 7 (System self-test, antennas sequence).