

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Won't Go To Drive Mode After Engine Remote Start (ERS)		Ref. No. TJ 37083.6.0	
Issuer (Dept.) Technical Service		Issue Date 2/6/26	Status Date 2/10/26
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3300	
Function Description Starting system		Page Page 1 of 2	

Rows beginning with * are modified

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

Attachment

File Name	File Size
TJ_37083_1	16.161 MB

DESCRIPTION:

* Note regarding 06 engine-equipped vehicles added to the "Service" section.

If a customer experiences the vehicle not going into Driving Mode after they have used the ERS function in the Volvo Cars App, please follow the advice under "Service".

ERS = Engine Remote Start

CSC Customer Symptom Codes

Code	Description
AA	Starting/Engine does not start/Engine turns
EF	Engine Remote Start (ERS)/Does not work
JG	Volvo On Call/Other Volvo On Call problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224	L1	BL1KERS					2025-2025		-	202417-202425
227	L1	BL1KERS					2025-2026		-	202417-202517
236	06	B06KERS					2025-2026		-	202417-202517
238	06	B06KERS					2025-2025		-	202417-202504
246	M1	BM1KERS					2025-2026		-	202417-202517
256	06	B06KERS					2025-2026		-	202417-202517
256	M1	BM1KERS					2025-2026		-	202417-202517

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Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	K9	BK9KERS					2025-2026		-	202417-202517
536	L1	BL1KERS					2025-2026		-	202417-202517

SERVICE:

A software solution has been introduced in version 4.2.13; perform a software upgrade per TJ 31543.

***Note:** Some MY25 XC90s equipped with “06” engines may still experience this issue on 4.2.13 SW, and they will be fixed in a future software update. This journal will be updated when the solution is available.

***Note:** As a temporary workaround to put the vehicle into Driving mode, the driver must first shut the vehicle off (foot off brake pedal, turn Start knob), and then start the engine normally.

Note: After a VIDA connection, the vehicle must be driven at least 20mph, then locked and allowed to sleep for at least 10 minutes before the Engine Remote Start will function.

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
98821-3	Software download acc. to 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 not needed”, use function group 3300.

This TJ has one video attachment.