

# V O L V O

## Volvo Car USA LLC

## Technical Journal

|                                                                                                            |                                    |                          |                        |
|------------------------------------------------------------------------------------------------------------|------------------------------------|--------------------------|------------------------|
| Technical Journal Title<br>Aftermarket OBD2 Devices Causing VIDA Connection Issues or SW Download Failures |                                    | Ref. No.<br>TJ 37231.1.1 |                        |
| Issuer (Dept.)<br>Technical Service                                                                        |                                    | Issue Date<br>1/6/25     | Status Date<br>7/24/26 |
| Car Market<br>United States and Canada                                                                     | Partner<br>3 US 7510 Volvo Car USA |                          | Function Group<br>3610 |
| Function Description<br>Programming and diagnosis                                                          |                                    | Page<br>Page 1 of 3      |                        |

## Attachment

| File Name            | File Size |
|----------------------|-----------|
| Aftermarket OBD2.jpg | 0.0767 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 you have issues connecting a vehicle to VIDA, experience software downloads failing, or vehicle network disruptions, please see the information under "Service".

Term clarification: The physical connector for on-board diagnostics mounted on all of our recent cars is called the Data Link Connector (DLC). On-Board Diagnostics 2 (OBD2) is a standardized system that defines data transmission standards for communication via the DLC. The DLC is often called the OBD2 connector because it is the physical interface used to communicate following the OBD2 standard.

## CSC Customer Symptom Codes

| Code | Description                                                                   |
|------|-------------------------------------------------------------------------------|
| 1Z   | Service/repair/Software update failed                                         |
| 2Z   | Diagnostic communication/Wired diagnostic connection to vehicle does not work |

## DTC Diagnostic Trouble Codes

## Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 1XX  |     |          |       |      |      |       | 0-0        |       | -             | 0-0              |
| 2XX  |     |          |       |      |      |       | 0-0        |       | -             | 0-0              |
| 3XX  |     |          |       |      |      |       | 0-0        |       | -             | 0-0              |
| 4XX  |     |          |       |      |      |       | 0-0        |       | -             | 0-0              |
| 5XX  |     |          |       |      |      |       | 0-0        |       | -             | 0-0              |

## Technical Journal 37231.1.1

---

### **SERVICE:**

Third-party (aftermarket) devices can include but are not limited to: fleet management equipment, GPS tracking devices, or WiFi hotspots.

These devices can be connected:

1. Directly to the DLC.
2. Via a Y-splitter harness that is used as an extension of the regular DLC port while the DLC port itself may be unoccupied. Y-splitter harnesses are often spliced into the under-dash wiring but can be connected anywhere else in the vehicle wiring, making them difficult to detect.

**TIP: Volvo DLC ports are dark grey, if the port is in the factory location but is black, this is a sign that aftermarket equipment is installed.** See attachment Aftermarket OBD2.jpg for an example.

Before starting fault-tracing ensure all third-party (aftermarket) devices are disconnected from the car.

**Note:** Volvo Cars takes no responsibility for the consequences of connecting non-authorized equipment to the DLC. The socket should only be used by a trained and qualified Volvo service technician. Any diagnostics or repairs due to an aftermarket accessory are NOT a matter for warranty.

### **Warranty claim info:**

No warranty claim is accepted since this TJ is for information purposes only.

### **VEHICLE REPORT:**

Yes, please submit a Support Needed Vehicle Report in TIE if support is needed with VIDA connection issues or software downloads failing.

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

