VOLVO	Service and Parts Business

Technical Journal

TITLE:
Unable to connect "Volvo Cars App" to vehicle

REF NO: **TJ 35953.8.0**	ISSUING DEPARTMENT: **Technical Service**	CAR MARKET: **United States and Canada**	
PARTNER: **3 US 7510 Volvo Car USA**		ISSUE DATE: **2022-11-02**	STATUS DATE: **2022-11-17**
FUNC GROUP: **3970**	FUNC DESC: **Mobile data services**	**Page 1 of 3**	

<u>"Right first time in Time"</u>

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:
If the customer experiences issues connecting the Volvo Cars app to the car, follow the advice under "Service".

NOTE: This TJ is only applicable for vehicles with a TCAM unit.

SW = Software
BEV = Battery Electric Vehicle
P/N = Part Number
HW = Hardware
IHU = Infotainment Head Unit
TCAM = Telematics and Connectivity Antenna Module
CCD = Center Console Display

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6K	Mobile app Volvo Cars/Activation problems
6L	Mobile app Volvo Cars/Heater does not start
6M	Mobile app Volvo Cars/No information from the vehicle
6N	Mobile app Volvo Cars/Other communication problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202222-999952
225							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536							2021-9999		-	202037-999952
539							2022-9999		-	202139-999952

SERVICE:
*NOTE: This TJ is only applicable for vehicles with a TCAM unit.

*NOTE: DO NOT ERASE THE APP FROM THE PHONE IN AN ATTEMPT TO "FIX THE PROBLEM".
Erasing a paired app will result in the car and the app becoming unsynchronized and can only be solved by a TCAM reset via VIDA.

Make sure that the car is updated to the latest SW status (see TJ 31543).

After SW update, car must have been in usage mode DRIVING (starting the car).

Verify that the LATEST app version is downloaded on the customer phone and that Bluetooth is ON in the phone.

It seems like the automatic update is not working for this app, so the customer will need to manually update the app on their phone.

The phone shall NOT be connected via Bluetooth to the car during the pairing process--ensure this by confirming there is no Bluetooth icon shown in the top-left portion of the CCD.

After SW download, it may take up to 20 minutes before it is possible to pair the app and all functions are available.
This is due to synchronization towards the cloud.

Carefully follow all of the steps in the pairing installation (instructions in the app).

In admin profile in the center stack display, go to "add an account", and login with your Volvo ID.
Go to Settings/profiles/volvo privacy settings/Volvo on call. Set this setting to ON.

*To be able to pair your App with your Volvo, you need all keys to be inside the car.
If customer has lost a key, that key must be removed from the car via VIDA before the paring is possible.

Ensure your car has "open sky", i.e. not parked in a garage etc. that can prohibit Mobile Data Connection or GPS reception to the car.

*Ensure internet is working in the car, e.g. LTE triangle is not empty or showing an "X" near the triangle, to confirm that you get internet data to the car.

IMPORTANT: First paired device must be done from the ADMIN profile.

If message "Ensure that all 0 keys are present in the car and try again" is shown in IHU, then perform a TCAM RELOAD, stating YES that HW has been replaced.

If there is still a problem to pair the app, try the following steps **one by one**, with a new pairing attempt between each step:

1. Perform a TCAM reset in VIDA (components / TCAM / Diagnostic Sequences / "TCAM reset").
   *1.a Try to pair the Volvo Cars App.

2. Perform a IHU factory reset in car (make sure that you are in profile: "ADMIN"). This will clear some of the customers settings, and you may have to acknowledge terms and conditions again.
   *2.a Try to pair the Volvo Cars App.

3. Perform a reload of the IHU and TCAM certificates ("change market certificates").
   *3.a Try to pair the Volvo Cars App.

For XC40/C40 BEV use P/N: 31676058
For XC60/XC90 use P/N: 31456604
For V90/V90CC/S90 use P/N: 31654145
For S90L use P/N: 31472406
For V60/V60CC/S60 use P/N: 31493710

If the paring of the Volvo Cars App was successful, but the app is lacking functionality, it may be due to the car has been software updated recently.
If so, please perfrom a quick test drive to restore full functionality.

Warranty claim info:
To get warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 99925-2

Note: TJ number must be stated in repair order text!

VST Operation Number

VST Operation Number	Description
99925-2	General reimbursement according to TJ/QB

VEHICLE REPORT:
Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Connectivity Report" and sub concern area "Support needed", use function group 3970.