Volvo Car USA LLC   **Technical Journal**

Technical Journal Title		Ref. No.
Software Update Fails and VIDA Can't Connect, VGM Unresponsive		TJ 36514.1.0

Issuer (Dept.)		Issue Date	Status Date
Technical Service		2/28/23	3/8/23

Car Market	Partner	Function Group
United States and Canada	3 US 7510 Volvo Car USA	3900

Function Description	Page
Media, navigation and communication	Page 1 of 2

DESCRIPTION:

Note: This TJ only applies to vehicles with the Android Automotive Operating System (iCUP).

If the vehicle is experiencing problems communicating with VIDA, especially in relation to a failed SWDL attempt, this could be related to the VGM not responding. Please see information under "Service" for advice.

VGM = Vehicle Gateway Module

SWDL = Software Download

CSC   Customer Symptom Codes

Code	Description
2V	Technician information/Software/Vehicle communication/Not for warranty use

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:

If SWDL fails, the VGM might end up in an unresponsive state. To identify if this has happened, the most clear symptom is that the car does not show up in VIDA. The car might be readable with DICE, but it will not be possible to perform a SW reload or get out of this unresponsive state via the DICE.

To get the car communicating through VIDA, please perform the following steps:

1. Press the OnCall button; if the call is connected, this might trigger the VGM to respond in VIDA. If this doesn't help, continue with the below step.
2. Exchange the VGM with a donor VGM (the HW part numbers do NOT need to match); if the car shows up in VIDA, connect to the car, but **do NOT** do a readout. Without disconnecting the VIDA connection, remove the donor VGM and replace it with the original VGM (it is important that this step is executed within a few minutes).
3. If the car now shows up in VIDA, and diagnostic communication is possible, perform a reload of the VGM. If successful, the VGM is now restored.

If the VIDA connection cannot be restored by the above steps, or if a donor VGM is not available, the VGM might need to be replaced with a new one. If this is the case, please perform the steps below:

1. Reload the new VGM in the car.
2. While still connected in VIDA, remove the new VGM and replace it with the original VGM.
3. If the VIDA connection is still present, perform a reload of the original VGM. If the reload is successful, one of the VGMs can now be used as a donor VGM in future cases similar to the one described in this TJ.

Note:

TJ 31946 advises against exchanging components between cars for testing purposes. If you are unsure of the procedures and methods described in the steps above, please contact your local helpdesk for assistance--see information listed in "Vehicle Report" section below.

Warranty claim info:
To get a warranty claim accepted for a job described in this TJ, please use the attached VST Operation No.

VST Operation Number

VST Operation Number	Description
39752-2	Vehicle Gateway Module (VGM) Removal
99921-2	General reimbursement

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 3900.