



Technical Journal

TITLE:

Car Modem (P-SIM) does not connect after a restart

REF NO: TJ 31938.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2016-09-29	STATUS DATE: 2016-10-11
FUNC GROUP: 3943	FUNC DESC: Telematics	Page 1 of 2	

“Right first time in Time”

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
256							2016-2016		-	201505-201616

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
2E	Audio other/Keypad on center console does not work
EM	Internet Connection/Does not work
52	Remote update/Does not work
KO	Wifi hotspot connection/Does not work

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading



DTC Diagnostic Trouble Codes

Text

DESCRIPTION:

TEM = Telematics Electronic Module

VOC = Volvo On Call

P-SIM = Personal Subscriber Identity Module

If the vehicle is turned off and restarted again within 1-10 minutes, the P-SIM may not be working. “No connection to service” will then be shown in the Download Center.

When this symptom occurs, it will not be possible to download or upgrade any in-car Apps via the Car Modem P-SIM connection to internet.

This symptom may occur after an Upgrade or Reload of the TEM done after week 27, 2016.

SERVICE:

To temporarily fix this issue, the previous TEM software version may installed by downloading SP 31494965 to establish functional P-SIM communication.

After loading the software with VIDA, make sure Auto Time is selected in the Settings menu, drive the car outside and wait for the clock to update. Then shut the car off, close and lock the doors.

After 3 minutes, re-start the car and attempt to make a connection with the Car Modem.

NOTE: If a *TEM VOC Upgrade* becomes available in the VIDA Upgrades list, do NOT download it. This will put the faulty software back in the TEM unit.

An improved TEM software is under development to prevent this symptom in the future. This software is planned to be released before January 2017. This TJ will be updated to reflect the release of the corrected software.

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 3943.