



Technical Journal

TITLE:

“eCall Service Required” message, Back-up battery DTC TCAM-U210993

REF NO: TJ 35808.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-01-05	STATUS DATE: 2021-01-11
FUNC GROUP: 3943	FUNC DESC: Telematics	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
TJ35808BUB.jpg	0.1558 MB
TJ35808BUB RESET.jpg	0.2018 MB

DESCRIPTION:

If there is a warning message in the DIM and CCD about “eCall service required” together with DTC TCAM-U210993 pointing out the BUB, please follow the procedure under “Service”.

DIM = Driver Information Module

CCD = Center Console Display

BUB = Backup Battery

TCAM = Telematic Connectivity Antenna Module

SOC = State Of Charge

CSC Customer Symptom Codes

Code	Description
6K	Mobile applications Volvo On Call/Activation problems
6N	Mobile applications Volvo On Call/Other communication problems
JG	Volvo On Call/Other Volvo On Call problems
KY	Volvo On Call/Does not work

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	ED	E400V6					2021-9999		-	202037-999952



SERVICE:

If the message together with the DTC is confirmed, the cause may be a discharged BUB.

Do not replace the BUB, first check if it is possible to charge it.

Vida has been updated with a new method that allows charging of the BUB

Begin by ensuring that the vehicle software is the latest (refer to TJ 31543)

VIDA charging method:

- A 12 volt battery maintainer must be connected to the vehicle throughout the BUB charging procedure.
- Gear selector must be in P - Park.
- If BUB SoC is 1% or greater, charge the BUB using the VIDA script, see attachment TJ35602BUB.
- BUB will charge by ~5% SOC per hour, charge the BUB up to minimum 45% SOC. (After charging is stopped the BUB SOC may drop slightly)
- If “*eCall Service Required*” is still shown in the DIM, then go to “SW Installation” tab in VIDA, click on “Advanced test” and click on “Reset”
- Once reset has completed, Erase DTCs.

If the DTC is set again then charge the BUB to above 50% SOC.

The BUB will then be continuously charged while the vehicle is driven.

NOTE:

If BUB SOC is 0% (below 2 Volt) it is not possible to charge the BUB and it needs to be replaced, see VIDA instruction VCC-516696-1.

After replacement the BUB SOC must be reset by using a VIDA script, see attachment *TJ35808BUB RESET.jpg*.

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:

VST OP number: 36050-2, 39753-2

VST Operation Number

VST Operation Number	Description
36050-2	Calibrating/Identifying with VIDA
39753-2	TCAM back-up battery replace

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.

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



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VIN: YV1XZEDVEM2494206
Model/Year/Cha...: XC40, 2021, 494206

Customer Name:

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Diagnostic Sequences

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Activate the telematics function in VCM

Battery diagnostic information

Calibration of Forward Looking Camera (FLC2)

Calibration of Forward Looking Radar (FLR)

Charging the TCAM backup battery

Clear Stand Still Manager from Factory Mode

High voltage system, overview

Infotainment Head Unit (IHU) private locking pin code reset

Normal mode and vehicle speed limitation

Parking brake service position

Program the service conditions in the Driver Information Module (DIM)

Read-out distance, time and engine time since last service

TJ-35808



VIN: YV1XZEDVEM2494206
Model/Year/Cha...: XC40, 2021, 494206

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Program the service conditions in the Driver Information Module (DIM)

Read-out distance, time and engine time since last service

Read-out of the service conditions

Reset DTCs in Steering Column Lock (SCL)

Reset iTPMS calibration data and relevant DTCs

Reset the Infotainment Head Unit (IHU) to factory settings

Reset the service reminder indicator (SRI)

Resetting of long term wheel angle compensation

Resetting software after TCAM backup battery change

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