

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title TCAM3 No Internet After SW Update		Ref. No. TJ 37909.1.1	
Issuer (Dept.) Technical Service		Issue Date 7/28/26	Status Date 7/28/26
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3975	
Function Description Mobile data services, general		Page Page 1 of 2	

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If internet connectivity is lost directly after updating to latest software, on vehicles equipped with TCAM3 (VDN: 1504, TCA solution 3). Follow the procedure mentioned under “Service”, to resolve it.

CSC Customer Symptom Codes

Code	Description
EM	Internet Connection/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
356							2025-9999		-	202417-999952

SERVICE:

The issues may be caused by a corrupted configuration file. An SP has been created to recover the connectivity.

Follow the following recovery procedure:

1. Install the relevant SP:

EX90: 32425189

VIDA might not recognize the P/N, but order through manual order.
After loading the SP, verify that internet connectivity is restored.

2. Install a Total Upgrade, verify that internet connectivity remains functional afterward.
If connectivity is lost again, immediately after the total upgrade, repeat the procedure step 1 & 2.

Technical Journal 37909.1.1

Abbreviations:

VIDA: Vehicle Information and Diagnostics for Aftersales

SP: Software Package

P/N: Part number

TCAM: Telematics and Connectivity Antenna Module

TCA: Telematics and Connectivity Antenna

VDN - VDN codes define the Vehicle types

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ. Please note that fault tracing is not eligible for separate reimbursement under this TJ. Any fault tracing VST OP numbers will be rejected.

Note that the TJ number must be stated in the repair order text.

VST Operation Number

VST Operation Number	Description
98802-2	General Reimbursment acc. 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 "Vehicle Report" and sub concern area "Support needed", use function group 3975.