



Technical Journal

TITLE:

Bluetooth phone volume too low or decreases by itself

REF NO:
TJ 32170.1.0

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Car USA

ISSUE DATE:
2016-12-13

STATUS DATE:
2016-12-20

FUNC GROUP:
3930

FUNC DESC:
**equipment for entertainment
(radio/TV/VC**

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“Right first time in Time”

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
1XX							2015-2017		0000000-0999999	201420-999952

CSC Customer Symptom Codes

Code	Description
8Y	Audio other/Volume changes unexpectedly
FC	Audio other/Other audio problems
4P	Bluetooth/Interrupted Bluetooth communication
7J	Cellular phone/Other party cannot be heard/Handsfree
7S	Cellular phone/Other cellular phone problems
EJ	Cellular phone/Handsfree does not work
FZ	Cellular phone/Other party cannot be heard/Unsure when/at all times
JX	Cellular phone/Interrupted call

VST Operation Number

DTC Diagnostic Trouble Codes

Text



DESCRIPTION:

IHU = Infotainment Head Unit

CSD = Center Stack Display

If the Bluetooth phone volume is perceived as too low or decreases by itself, please report the circumstances with answers to the questions under “Vehicle Report”.

SERVICE:

Please check the microphone functionality to confirm that the microphone cable is not damaged.

Do not replace the IHU for this symptom as there is currently no permanent solution available.

Work is ongoing at Volvo Cars to diagnose and solve this issue. This TJ will be updated when a permanent solution is available.

See instructions under Vehicle Report to collect information that will assist with resolving this issue.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the described symptom in this TJ is present.

Use concern area “Vehicle Report” and sub concern area “Support not needed”, use function group 3930.

If possible, please interview the customer and try to get answers to the following questions:

1. When did this symptom first occur? Upon delivery or after a mobile phone firmware upgrade?
2. What mobile phone brand, type, provider and firmware level is being used by customer’s mobile phone that is paired to vehicle?
3. What signal strength level is shown in vehicle display and on the landside mobile phone?
4. What mobile phone brand, type, net provider and firmware is being used by the landside phone partner?
5. Does the phone call also get interrupted after a fading volume level?
6. Frequency of symptom? Always, or 50% of calls etc.?
7. Is the symptom present at both outgoing and incoming calls, or only one of them?
8. Any specific vehicle place or location where the problem occurs?
9. Is it possible to take a video of the symptom in vehicle (with another phone/camera) showing the upper portion of the CSD?

NOTE: Step 9 should always be done in a safe manner with a second person taking the video. DO NOT attempt to take a video while you are driving and DO NOT ask the customer to attempt to take a video while driving.