



# Technical Journal

TITLE:

**Bluetooth phone volume too low or decreases by itself**

<b>REF NO:</b> TJ 32170.2.4	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2017-06-16	<b>STATUS DATE:</b> 2017-06-27
<b>FUNC GROUP:</b> 3930	<b>FUNC DESC:</b> Equipment for entertainment (radio/TV/VC	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
124							2015-2016		-	201420-201614
134							2015-9999		-	201420-999952
136							2015-2016		-	201420-201619
137							2016-9999		-	201524-999952
138							2016-9999		-	201521-999952
155							2015-9999		-	201420-999952
156							2015-9999		-	201420-999952
157							2015-9999		-	201450-999952

## 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

VST Operation Number	Description
36005-2	Software control module downloading

## DTC Diagnostic Trouble Codes

Rows beginning with \* are modified

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

## Text

### DESCRIPTION:

**\*This TJ supersedes the previous TJ 32170 dated 05/12/2017**

ICM/IHU = Infotainment Control Module/Infotainment Head Unit

VIDA = Vehicle information and Diagnostics for Aftersales

If a customer reports that the Bluetooth phone volume is perceived as too low or decreases by itself, please see instructions under Service.

### SERVICE:

New IHU software will be introduced in production vehicles starting 17w22 that will correct this issue.

The software is now available for download with VIDA. Perform an *ICM/IHU Upgrade* to install the improved software.

\* Other factors that can affect phone call volume with Bluetooth connection:

- Please check the microphone functionality and confirm that the microphone cable is not damaged.
- Check that the volume setting on the phone itself is turned up while the call is in progress
- Check if the phone has a noise cancellation function activated and try switching it off - compare call sound quality with function on vs. off

### 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 3930.