Technical Journal

TITLE:

Sensus downloading problems. IAM 2.1 system

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:
TJ 26525.3.0	Technical Service	United States and Canada

PARTNER:	ISSUE DATE:	STATUS DATE:
3 US 7510 Volvo Car USA	2017-06-23	2017-06-27

FUNC GROUP:	FUNC DESC:	
3900	Media, navigation and communication	Page 1 of 3

"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							2012-2015		0151101-0184738	201120-201419
134							2011-2015		0000001-0318592	201020-201419
136							2012-2015		0118101-0202917	201120-201419
138							2014-2015		0000001-0009539	201345-201419
155							2014-2015		0000001-0214070	201035-201419
156							2011-2015		0172111-0677509	201046-201419

CSC   Customer Symptom Codes

Code	Description
FC	Audio other/Other audio problems
EO	Navigation/Does not work
2V	Technician information/Software/Vehicle communication/Not for warranty use
3L	Technician information/Repair information/Not for warranty use

VST   Operation Number

VST Operation Number	Description
36004-2	Software Control Module Downloading
36002-3	Software Control Module Downloading (2:nd)

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	U015600	Intermittent
DIM	U015600	Intermittent
CCM	U015600	Intermittent

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 is re-written in its entirety

ICM - Infotainment Control Module
IAM - Integrated Audio Module
VIDA - Vehicle Information and Diagnostics for Aftersales
SP - Software Product
ECU - Electronic Control Unit*

If you encounter problems with loading software to the IAM or ICM on Sensus (IAM2.1) vehicles (listed above), please follow the instructions under Service.

Examples of issues you may encounter:

- Error messages in VIDA:
  "A fault occurred during download due to the PIN for opening the ECU being incorrect. The error occurred while trying to download to ICM (61)"
- "The node is not able to receive software package with the speed dice is set for."
- The download may start and then be interrupted and fail after a few minutes. The ICM may show as Not responding in the Advanced Test window in VIDA after a failed software download attempt.

*For the purposes of this document, "ECU" refers to an Electronic Control Unit which is identified in the fault text.

SERVICE:
Download ICM recovery software in 3 steps:

S60/S60I/V60/XC60:
   ICM RECOVERY STEP 1: SP 32218340
   ICM RECOVERY STEP 2: SP 32218341
   ICM RECOVERY STEP 3: SP 32218342

XC70/S80:
  ICM RECOVERY STEP 1: SP 32218346
  ICM RECOVERY STEP 2: SP 32218347
  ICM RECOVERY STEP 3: SP 32218348

Once the recovery is complete, proceed with the IAM or ICM software upgrade or reload that was originally being attempted.

IMPORTANT NOTE: These software products should ONLY be used if you encounter a failure during the software download process. Using them for any other reason will cause other faults.

WARRANTY ADMINISTRATOR: Failed software downloads and related fault tracing can be claimed using **PARTS WARRANTY**.

VEHICLE REPORT:
Please submit a Technical Helpdesk Vehicle Report in TIE if you still can not download software after performing the procedure above. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3972.