



# Technical Journal

TITLE:  
**Infotainment System Reboots while driving (blank screen)**

<b>REF NO:</b> TJ 31295.1.6	<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> 2017-05-10	<b>STATUS DATE:</b> 2017-05-31
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> 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
234							2017-2017		-	201617-999952
235							2017-2017		-	201646-999952
236							2017-2017		-	201646-999952
256							2016-2017		-	201505-999952

## CSC Customer Symptom Codes

Code	Description
2E	Audio other/Keypad on center console does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7N	Navigation/Other navigation problems
HV	Video other/Other video problems

## VST Operation Number

VST Operation Number	Description
36004-2	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 31295 dated 02/13/2017**

\* New repair method under Service

CCD = Center Console Display

DIM = Driver Information Module

IHU = Infotainment Head Unit

The customer may report that the infotainment system in the vehicle re-starts or reboots intermittently while driving.

When this happens the CCD and the center area of the DIM will go blank for a few moments and then start back up as if the vehicle has just been started up.

The customer may also notice that the infotainment system is not responding as normal (ex.- long response time) just before this occurs.

When the system reboots, some customer settings may change back to a previous setting (ex.- navi destination, climate settings, radio station, etc.)

Follow the instructions under **Service** to repair this condition.

\*New IHU software is available to improve the IHU stability

### **SERVICE:**

System reboots have many underlying root causes. Volvo Cars is working to improve and eliminate these root causes. In most cases, replacing IHU hardware will not solve or prevent system reboots.

\* Some underlying root causes for reboots were solved with IHU software that was released during week 19, 2017

\*A further improved IHU software is scheduled to be released week 28, 2017

\* If a customer complains of frequent system reboots, ensure the following:

- The IHU software should be upgraded with the latest software by performing Total Upgrade as per TJ 31543. Also check if TJ 32714 applies.
- Make sure any on-board apps are of the latest version by checking for updates in the Download Center in Sensus.



- If possible, ask the customer if the reset(s) occurs while using a particular app or Media source. Follow instructions under Vehicle Report and note which app or Media source the customer was using when the symptom occurred. The HelpDesk may request to have log files extracted from the IHU and will provide instructions.

### **VEHICLE REPORT:**

Yes, please submit a Vehicle Report if the service solution(s) described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3900.