



Technical Journal

TITLE:

Audio switches on steering wheel, no function

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|--|--|--|-----------------------------------|
| REF NO: TJ 32033.2.0 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7510 Volvo Car USA | | ISSUE DATE: 2017-05-10 | STATUS DATE: 2017-05-16 |
| FUNC GROUP: 6414 | FUNC DESC: Steering wheel, control buttons | Page 1 of 3 | |

“Right first time in Time”

Attachment

| File Name | File Size |
|--------------|-----------|
| TJ 32033.jpg | 0.0239 MB |

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|-----------------|------------------|
| 234 | | | | | | | 2017-2017 | | 0000350-0021888 | 201617-201716 |
| 235 | | | | | | | 2017-2017 | | 0000160-0024239 | 201624-201716 |
| 236 | | | | | | | 2017-2017 | | 0000001-0008428 | 201646-201716 |
| 256 | | | | | | | 2016-2017 | | 0000561-0187912 | 201505-201716 |

CSC Customer Symptom Codes

| Code | Description |
|------|---|
| EV | Audio other/Steering wheel audio controls do not work |
| 6B | Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function |
| DQ | Navigation/Steering wheel navigator controls do not work |

VST Operation Number

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:

DIM = Driver Information Module

If using a voice command to adjust the climate, the buttons for “Forward”, “Back” and “Confirm” on steering wheel audio switch may stop to function (marked as “1”, “2” and “3” in picture TJ 32033.jpg).

The buttons “Speech”, “Open/Close menu” and “volume adjustment” are still operational.

See advice under SERVICE.

SERVICE:

Improved DIM software for this symptom has been developed and released week 19, 2017.

To install the software, please perform a Total Upgrade in accordance with TJ 31543.

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 6414.

To view TJ attachment continue to next page. This TJ has one attachment.

