



# Technical Journal

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

<b>REF NO:</b> TJ 31295.1.3	<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> 2017-01-23	<b>STATUS DATE:</b> 2017-01-27
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> Media, navigation and communication	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
234							2017-2017		0000000-0999999	201617-201645
256							2016-2017		0000000-0999999	201505-201645

## 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:

- \* Type 234 added
- \* Structure Week range expanded
- \* TJ reference corrected
- \* Software release date updated

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 unusually slow to respond just before this occurs.

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

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

\*New IHU software has been implemented in service and production as of 2016w46.

### SERVICE:

If the customer should present this concern, download SP 31483292, *Total Upgrade XC90 as per TJ 31543*. This software package contains updated IHU software that will reduce the likelihood of the system rebooting while in operation.

### 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 needed", use function group 3900.