



Technical Journal

TITLE:

Short sound interruptions while streaming via Bluetooth

REF NO: TJ 32206.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-01-03	STATUS DATE: 2017-01-10
FUNC GROUP: 3930	FUNC DESC: 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
1XX							2015-9999		0000000-0999999	201420-999952

CSC Customer Symptom Codes

Code	Description
FC	Audio other/Other audio problems
4P	Bluetooth/Interrupted Bluetooth communication

VST Operation Number

DTC Diagnostic Trouble Codes

Text

DESCRIPTION:

IHU = Infotainment Head Unit

Short sound interruptions may be heard while streaming music via Bluetooth. This may occur even if the audio/music file is stored in the mobile phone.

**SERVICE:**

A possible temporary solution may be to change the source in the IHU to Radio and back to Bluetooth again.

Another temporary solution to improve this symptom is to perform a "hard reset" of the mobile phone and/or perform a factory reset of the IHU (NOTE! The IHU will be restored to factory settings.)

Do not replace the IHU due to this symptom as it will not solve the root cause.

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.

Please submit a Vehicle Report with all the circumstances concerning mobile phone source and frequency of sound interruption(s)

Please also communicate which temporary solution that may improve the situation most.

There is currently no ETA for a solution to this issue. This TJ will be updated when a permanent solution is available.