



Technical Journal

TITLE:

Bluetooth phone volume too low or decreases by itself

REF NO:
TJ 32170.2.0

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Car USA

ISSUE DATE:
2017-01-31

STATUS DATE:
2017-02-03

FUNC GROUP:
3930

FUNC DESC:
**Equipment for entertainment
(radio/TV/VC**

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“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							2015-2016		-	201420-201614
134							2015-9999		-	201420-999952
136							2015-2016		-	201420-201619
137							2016-9999		-	201524-999952
138							2016-9999		-	201521-999952
155							2015-9999		-	201420-999952
156							2015-9999		-	201420-999952
157							2015-9999		-	201450-999952

CSC Customer Symptom Codes

Code	Description
8Y	Audio other/Volume changes unexpectedly
FC	Audio other/Other audio problems
4P	Bluetooth/Interrupted Bluetooth communication
7J	Cellular phone/Other party cannot be heard/Handsfree
7S	Cellular phone/Other cellular phone problems
EJ	Cellular phone/Handsfree does not work
FZ	Cellular phone/Other party cannot be heard/Unsure when/at all times
JX	Cellular phone/Interrupted call



VST Operation Number

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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Text

DESCRIPTION:

* If a customer reports that the Bluetooth phone volume is perceived as too low or decreases by itself, please see instructions under Service.

SERVICE:

Please check the microphone functionality to confirm that the microphone cable is not damaged.

* Work is ongoing at Volvo Cars to find root-cause and solution for this problem. Do not replace any components for this issue as it will not resolve the concern.

* This TJ will be updated as soon as root-cause has been found and we have a solution available.

VEHICLE REPORT:

No more reports needed.