VOLVO CAR
SERVICE AND PARTS BUSINESS

Technical Journal

TITLE:

IHU, no communication, blank center display

REF NO: TJ 32044.4.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-02-01	STATUS DATE: 2017-02-07
FUNC GROUP: 3930	FUNC DESC: Equipment for entertainment (radio/TV/VC	Page 1 of 6	

"Right first time in Time"

Attachment

File Name	File Size
TJ_Instruction_32044_SPA_IHU_Log.pdf	0.1945 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-9999		-	201617-999952
235							2017-2017		-	201646-999952
236							2017-9999		-	201646-999952
256							2016-9999		-	201505-999952

CSC   Customer Symptom Codes

Code	Description
XD	Audio other/Audio unit display does not work
9R	Cellular phone/Does not work
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
DP	Radio/Does not work
2P	Satellite radio/Does not work
3J	TV/Does not work
KE	Touch input/Does not work
9S	USB unit/Does not work
KF	Visual driver information/Home button on center console display does not work
KO	Wifi hotspot connection/Does not work

VST   Operation Number

VST Operation Number	Description
36002-3	Software control module downloading (2:nd-)
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:
VIDA= Vehicle Information and Diagnostics for Aftersales
IHU = Infotainment Head Unit
CCD = Center Console Display
SP = Software Product
CMQ = Current Model Quality

The IHU may end up in a non-communicating mode with a black or frozen CCD, no sound and no touchscreen function.

SERVICE:
First, ask the customer if the condition occurred at startup or if it occurred while driving. Follow the appropriate instructions below:

<ins>CCD Was Black at Startup</ins>
An improved IHU software for the symptom with black CCD **at start-up** has been developed.

To solve/prevent the symptom with black CCD **at start-up**, a new SP, "CMQ IHU FIX," has been created. These SPs can be used until this IHU software can be integrated with the *Total Upgrade* software packages that are planned for week 8, 2017.

1. Perform a battery reset or pull fuse CF53 and insert it again after 30 seconds. The IHU should come back online.

2. Perform *Total Upgrade* software as per TJ 31543 before download of the CMQ IHU FIX SP.

3. Please order and download the appropriate CMQ IHU FIX Software Product:

   XC90: SP 31682877
   S90, V90CC: SP 31682451

IMPORTANT NOTES:

- *Total Upgrade/Service 2.0/PDS Upgrade* and *IHU Upgrade* will re-appear in the VIDA Upgrades list after installing the fix software. **Downloading any of these will re-install the affected software.**

- It will not be possible to download/install any new apps from the in-vehicle Download Center once the fix software is installed. However, apps that are already installed beforehand will work as usual.

CCD Went Blank While Driving (and did not come back on)

If the customer states that the symptom occurred **during driving** (*not* at start-up) *and the CCD is black when customer arrives* with vehicle to workshop, please use the attached instruction *"TJ_Instruction_32044_SPA_IHU_Log"* to prepare a USB memory stick and follow the steps below before proceeding:

- Insert the prepared memory stick to the vehicle's USB port **while the IHU is still in the offline state**.

- Pull fuse CF53 and insert it again after 30 seconds to recover the IHU. If the IHU starts up as it should, a log file will be stored to the USB as described in the instructions.

- Attach the log file to a TIE Vehicle report and submit to the Technical HelpDesk per the instructions under Vehicle Report

- If the IHU is recovered, download the appropriate IHU fix SP as described in steps 2 and 3 above.

No log files are needed if customer states the CCD was black at start-up. Analysis of cases reported during driving are under analysis.

Do not replace the IHU for this concern unless the IHU cannot be recovered.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the described symptom in this TJ has occurred during driving or if the service solution provided has no effect. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 3930.

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

Issue	Date	Cause
1	2/1/2017	First Issue

Affected vehicles

Year	Model	Engine	Transmission	Steering	Chassis number
2016-	XC90	All	All	All	All
2017-	S90, V90CC	All	All	All	All

Material

Material	Quantity	Part No.	Notes
USB Memory stick	1	N/A	Generic.

1. On your PC, format a USB stick to "FAT32" or "exFAT":
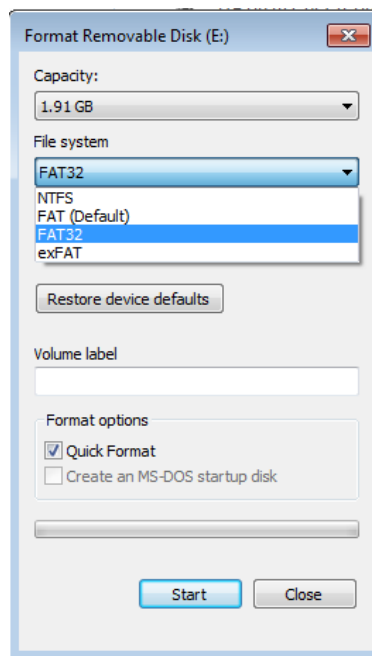
2. Create a new folder on the root directory of the USB and name it EEL_EXPORT
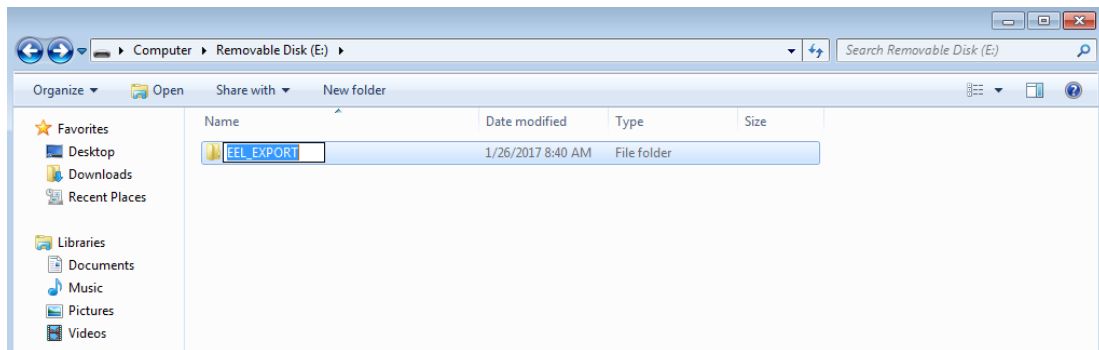

3. Insert the memory stick in the vehicle's USB port
   - If the vehicle has 2 USB ports, use the one *without* the white rectangle

4. A pop-up will appear on the center display indicating that a log file is being written:


Start writing Screen shots/Log
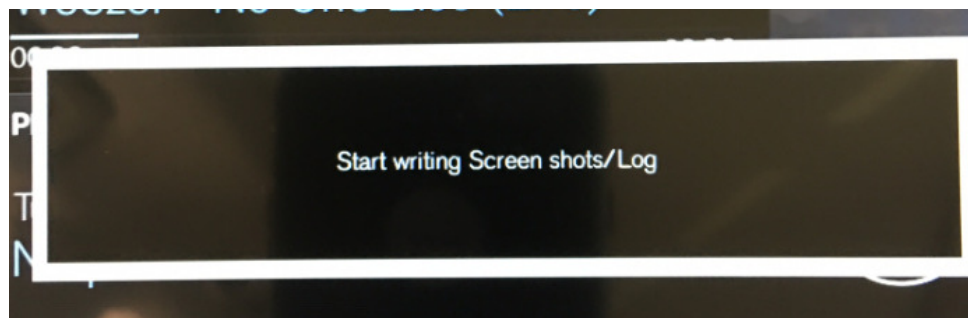
5. Wait until a second pop-up appears on the CCD (approx. 45 seconds) indicating that the log has been written:

Screen shots/Log written to USB mass storage 019_20170202115345
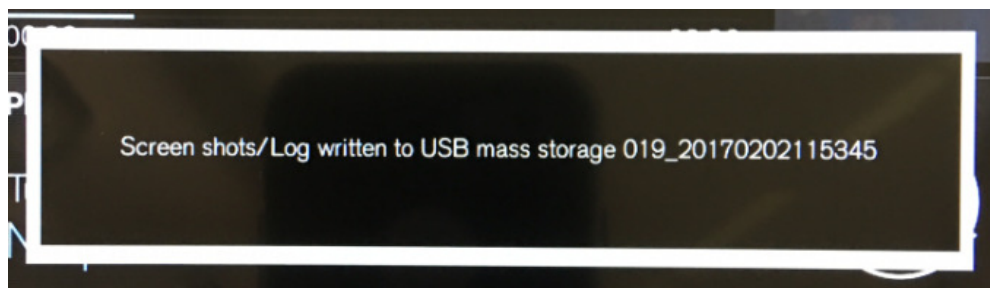
6. Return the memory stick to your PC and open it.
    - There will now be a folder called "ScreenShots_log" on the memory stick:
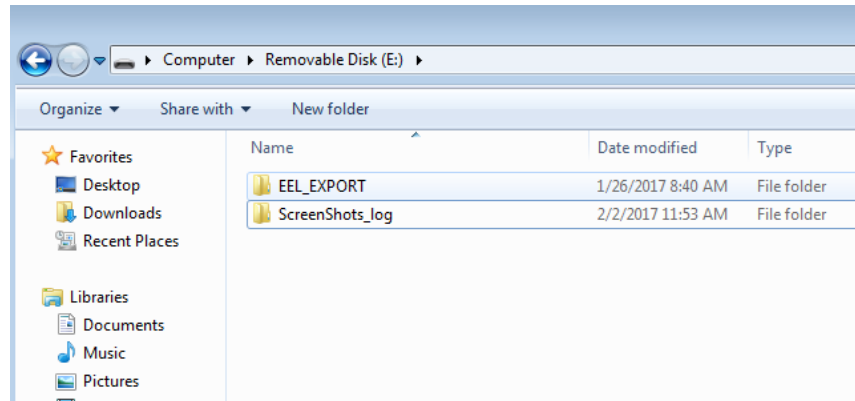
7. Within the *ScreenShots_log* folder, find the folder from the log that was just taken:
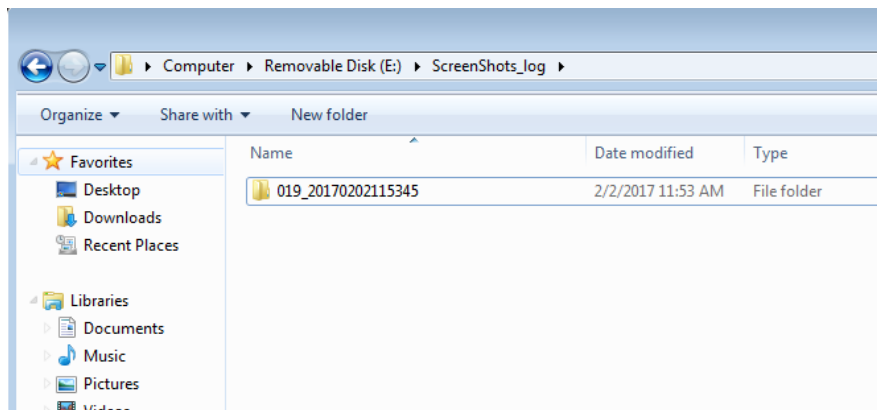
NOTE: The folder name indicates the time and date that the log was taken:
-   019_*YYYYDDMMhhmmss*

-   019_20170202115345 = February 2, 2017, 11:53:45am

Compress (Zip) the log file and attach it to a TIE vehicle report.