



# Technical Journal

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

<b>REF NO:</b> TJ 31295.1.4	<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> 2017-02-02	<b>STATUS DATE:</b> 2017-02-07
<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		-	201617-999952
235							2017-2017		-	201646-999952
236							2017-2017		-	201646-999952
256							2016-2017		-	201505-999952

## 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:

- \* Structure Week range expanded
- \* New software products released

CCD = Center Console Display

DIM = Driver Information Module

IHU = Infotainment Head Unit

CMQ = Current Model Quality

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 not responding as normal (ex.- long response time) just before this occurs.

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

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

\*New IHU software is available to improve the IHU stability.

### SERVICE:

\*New IHU software, "CMQ IHU FIX," has been created that will improve the IHU stability. 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 *Total Upgrade* software as per TJ 31543 before download of the CMQ IHU FIX SP.
2. 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.

### 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.