



Technical Journal

TITLE:

IHU, no communication, blank center display

REF NO:
TJ 32044.4.1

ISSUING DEPARTMENT:
Technical Service

CAR MARKET:
United States and Canada

PARTNER:
3 US 7510 Volvo Car USA

ISSUE DATE:
2017-02-13

STATUS DATE:
2017-02-14

FUNC GROUP:
3930

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

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“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

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:

CCD Was Black at Startup

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**, install upgraded IHU software by performing a Total Upgrade as per TJ 31543

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, upgrade the IHU by performing a Total Upgrade as per TJ 31543.



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 can not 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.



Title	Taking Sensus IHU log files with a USB Memory Stick	Page:	1 (4)
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Issue	Date	Cause
1	2/1/2017	First Issue

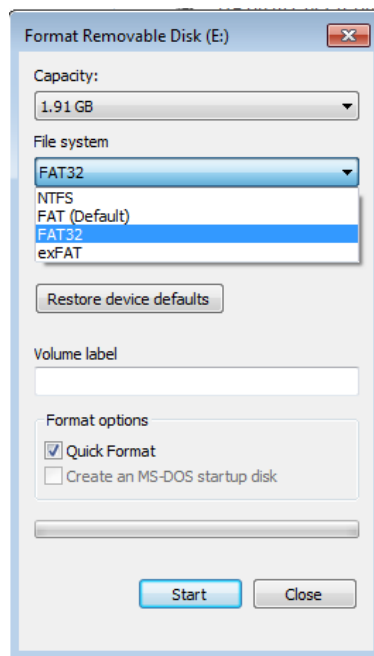
Affected vehicles

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

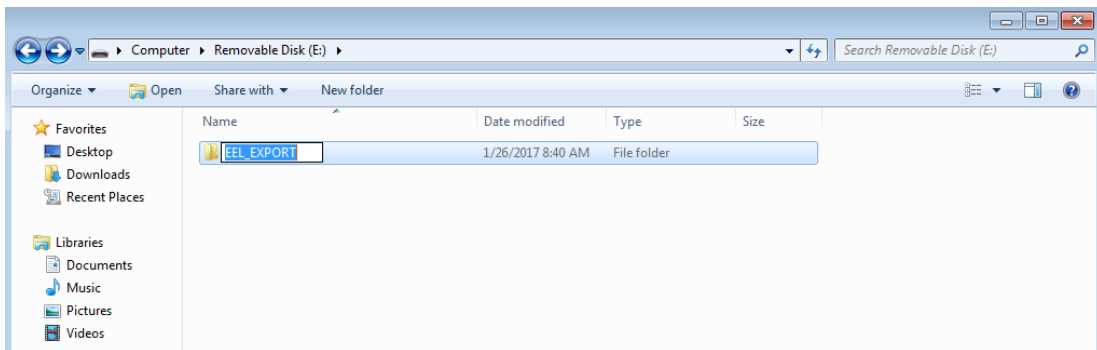
Material

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

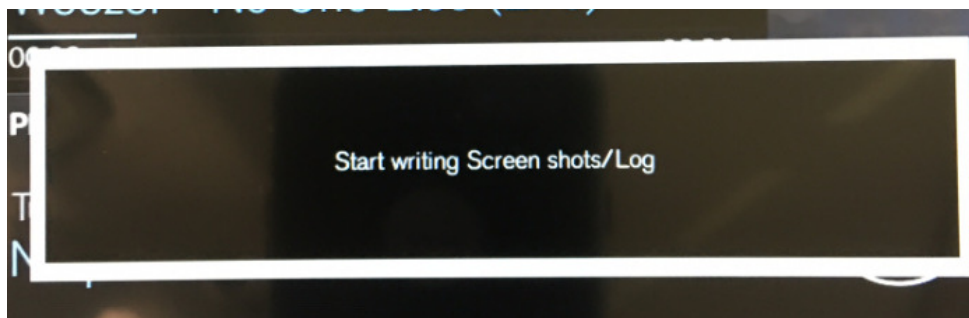
1. On your PC, format a USB stick to "FAT32" or "exFAT":



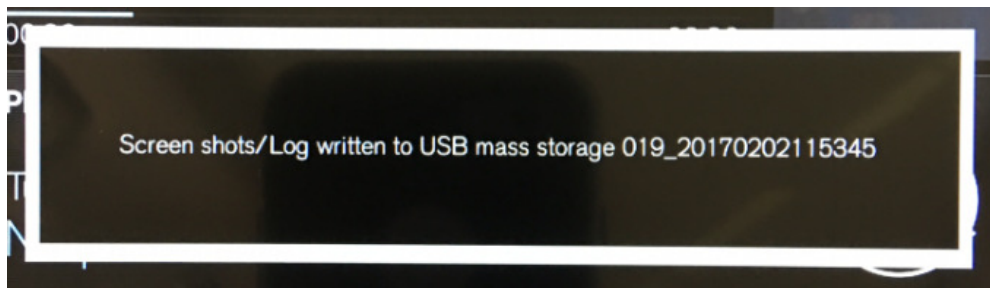
2. Create a new folder on the root directory of the USB and name it EEL_EXPORT



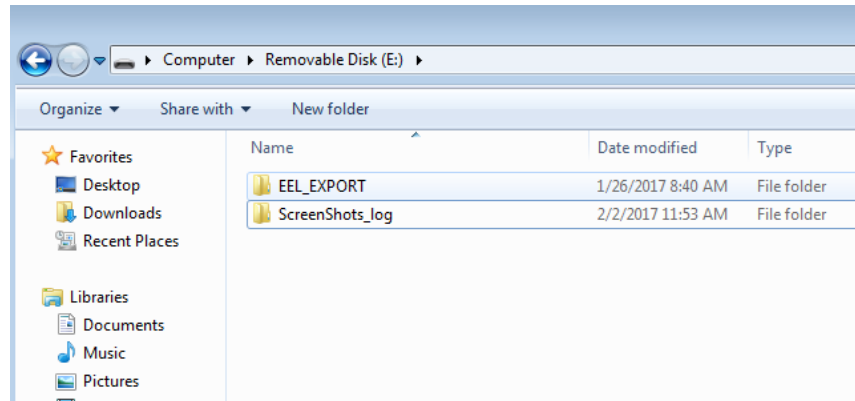
3. Insert the memory stick in the vehicle's USB port
 - If the vehicle has 2 USB ports, use the one *without* the white rectangle
4. A pop-up will appear on the center display indicating that a log file is being written:



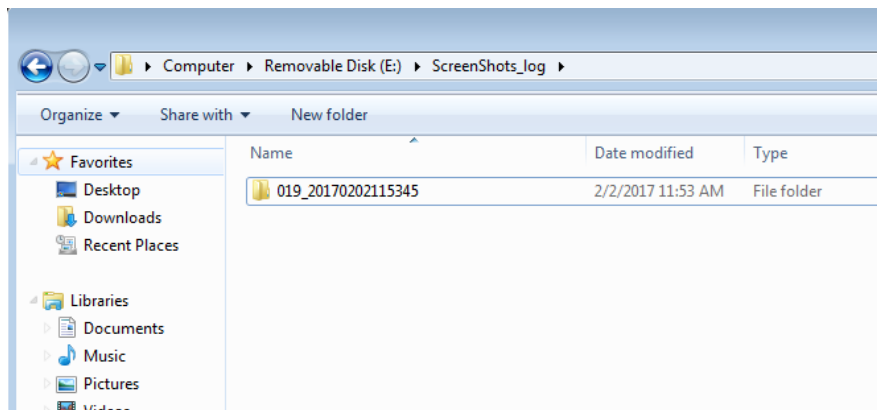
5. Wait until a second pop-up appears on the CCD (approx. 45 seconds) indicating that the log has been written:



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.