



Technical Journal

TITLE:
Infotainment System Reboots while driving (blank screen)

REF NO: TJ 31295.1.5	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: 3900	FUNC DESC: 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:

* **This TJ supersedes the previous TJ 31295 dated 02/03/2017**

* New repair method under Service

CCD = Center Console Display

DIM = Driver Information Module

IHU = Infotainment Head Unit

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 has been released to improve this issue. To install it, perform a Total Upgrade as per TJ 31543.

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.