



# Technical Journal

TITLE:

**Bluetooth phone volume too low or decreases by itself**

<b>REF NO:</b> TJ 32170.2.1	<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> 2017-04-12	<b>STATUS DATE:</b> 2017-04-20
<b>FUNC GROUP:</b> 3930	<b>FUNC DESC:</b> Equipment for entertainment (radio/TV/VC	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
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

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

**Text**

**DESCRIPTION:**

IHU = Infotainment Head Unit

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.

Do not replace any components for this issue as it will not resolve the concern.

\* New IHU software will be available for service 17w22 that will correct this issue. This TJ will be updated accordingly.

**VEHICLE REPORT:**

No more reports needed.