



Technical Journal

TITLE:

Bluetooth phone volume too low or decreases by itself

REF NO: TJ 32170.2.2	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-04-21	STATUS DATE: 2017-04-24
FUNC GROUP: 3930	FUNC DESC: 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

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Text

DESCRIPTION:

IHU = Infotainment Head Unit

VIDA = Vehicle information and Diagnostics for Aftersales

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 introduced in production starting 17w22 that will correct this issue.

* The software will be available for service as an IHU Upgrade towards the end of 2017w18. This TJ will be updated when the service software is released in VIDA.

VEHICLE REPORT:

No more reports needed.