



Technical Journal

TITLE:

Infotainment system switches to FM radio source at random

REF NO: TJ 32921.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-07-14	STATUS DATE: 2017-07-18
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		-	201617-201709
235							2017-9999		-	201617-999952
236							2017-9999		-	201617-999952
238							2018-9999		-	201710-999952
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952

CSC Customer Symptom Codes

Code	Description
DP	Radio/Does not work
FE	Radio/Setting frequency (station or pre-set) does not work
2P	Satellite radio/Does not work

VST Operation Number

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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Text

DESCRIPTION:

Customer may report that the Sensus infotainment system switches to FM radio source at random while driving.

In most cases it will switch from SiriusXM to FM and usually happens a few moments after start-up.

SERVICE:

The root cause for this is currently under investigation at Volvo Cars. Do not replace any components for this symptom as we suspect it is a software-related issue.

This TJ will be updated when the root cause has been identified and a solution is available.

VEHICLE REPORT:

Not required.