



Technical Journal

TITLE:
Infotainment System Reboots while driving (blank screen)

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|--|--|--|-----------------------------------|
| REF NO: TJ 31295.1.7 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7510 Volvo Car USA | | ISSUE DATE: 2017-07-05 | STATUS DATE: 2017-07-10 |
| FUNC GROUP: 3900 | FUNC DESC: Media, navigation and communication | Page 1 of 3 | |

“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 | | | | | | | 2017-2018 | | - | 201646-999952 |
| 236 | | | | | | | 2017-2018 | | - | 201646-999952 |
| 238 | | | | | | | 2018-2018 | | - | 201646-999952 |
| 246 | | | | | | | 2018-2018 | | - | 201717-999952 |
| 256 | | | | | | | 2016-2018 | | - | 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 05/31/2017**

* Vehicle types 238 and 246 added

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:

System reboots have many underlying root causes. Volvo Cars is working to improve and eliminate these root causes. In most cases, replacing IHU hardware will not solve or prevent system reboots.

* Further improved IHU software is available for download as of July 10th, 2017.

If a customer complains of system reboots, ensure the following:

- The IHU software should be upgraded with the latest software by performing Total Upgrade as per TJ 31543. Also check if TJ 32714 applies.
- Make sure any on-board apps are of the latest version by checking for updates in the Download Center in Sensus.
- If possible, ask the customer if the reset(s) occurs while using a particular app or Media source. Follow instructions under Vehicle Report and note which app or Media source the customer was using when the symptom occurred.



The HelpDesk may request to have log files extracted from the IHU and will provide instructions (see guidelines under Vehicle Report).

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution(s) described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3900.