



# Technical Journal

TITLE:

**IHU sound settings will be set to default after software upgrade**

|  |  |  |                                   |
|--|--|--|-----------------------------------|
| <b>REF NO:</b><br>TJ 34141.1.0             | <b>ISSUING DEPARTMENT:</b><br>Technical Service                  | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>PARTNER:</b><br>3 US 7510 Volvo Car USA |  | <b>ISSUE DATE:</b><br>2018-10-24               | <b>STATUS DATE:</b><br>2018-11-05 |
| <b>FUNC GROUP:</b><br>3930                 | <b>FUNC DESC:</b><br>Equipment for entertainment<br>(radio/TV/VC | Page 1 of 3                                    |                                   |
|  |  |  |                                   |

“Right first time in Time”

## Attachment

| File Name | File Size |
|-----------|-----------|
| Sound.jpg | 0.1798 MB |

## Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 2XX  |     |          |       |      |      |       | 2016-9999  |       | -             | 201505-999952    |
| 5XX  |     |          |       |      |      |       | 2019-9999  |       | -             | 201746-999952    |

## CSC Customer Symptom Codes

| Code | Description                      |
|------|----------------------------------|
| FC   | Audio other/Other audio problems |

## VST Operation Number

| VST Operation Number | Description                          |
|----------------------|--------------------------------------|
| 36004-2              | Software control module downloading. |

## DTC Diagnostic Trouble Codes

## Text

**DESCRIPTION:**

IHU = Infotainment Head Unit

PDS = Pre-Delivery Service

Performing a Total Upgrade, Service 2.0 or PDS Upgrade after the 2018 week 40 software release, will reset the sound settings back to default settings on the MY 2016 - 2018 vehicles listed above.

The new software packages contain updated IHU software that will reset all customer sound settings such as treble, bass, balance and equalizer settings which will go back to default settings after the upgrade.

For reference, please see attached example picture "Sound.jpg".

This applies to ALL driver profiles saved in the IHU.

The VIDA IHU Diagnostic Sequences for Enabling the "Export profile to USB" menu will function after this upgrade.

**SERVICE:**

There is no way to prevent the settings from being reset after the download. The reset is a result of adjustments made to the software.

The customer should be advised that the sound settings will be reset. If possible, record or photograph the settings before performing the software upgrade so they can be re-adjusted afterward.

**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 not needed", use function group 3930.

**To view TJ attachment continue to next page. This TJ has one attachment.**

