



Technical Journal

TITLE:

Audio switches on steering wheel, no function

REF NO: TJ 32033.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-04-16	STATUS DATE: 2018-04-26
FUNC GROUP: 6414	FUNC DESC: Steering wheel, control buttons	Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
TJ 32033.jpg	0.0239 MB
TJ 32033 SWS.jpg	0.0455 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017		0000350-9999999	201617-999952
235							2017-9999		0000160-9999999	201624-999952
236							2017-9999		0000001-9999999	201646-999952
238							2018-9999		0000278-9999999	201646-999952
246							2018-9999		0000001-9999999	201746-999952
256							2016-9999		0000561-9999999	201505-999952

CSC Customer Symptom Codes

Code	Description
EV	Audio other/Steering wheel audio controls do not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
DQ	Navigation/Steering wheel navigator controls do not work



VST Operation Number

VST Operation Number	Description
39432-2	Steering wheel switch module SWSM replace
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 journal is re-written in its entirety.

If the audio switches on steering wheel has no or intermittent function there may be 2 different causes, see below to determine the cause:

Symptom 1:

After using voice command to adjust the climate, the switches for “Forward”, “Back” and “Confirm” on steering wheel audio switch may stop functioning (marked as “1”, “2” and “3” in picture TJ 32033.jpg).

The switches for “Speech”, “Open/Close menu” and “volume adjustment” are still operational.

All switches will be operational again if pushing twice on the “Open/Close menu” switch (marked as “4” in picture TJ 32033.jpg).

This is a software issue that was corrected in the Drivers Information Module (DIM) SW released week 19, 2017.

Symptom 2:

A connection issue in the steering wheel switches may give intermittent or permanent function loss on any of the audio switches.

SERVICE:

If the customer complaint matches exactly symptom 1 and the car has not been updated since the improved Software was released week 19, 2017 then perform a Total Upgrade in accordance with TJ 31543.

If the customer complaint does not match symptom 1 or the car has been updated after week 19, 2017 then replace both steering wheel switches and the wires harness in between the switches, see attached picture TJ 32033 SWS.jpg

See VIDA for part numbers.

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 2560.

To view TJ attachments continue to next page. This TJ has two attachments.

