



Technical Journal

TITLE:

Sensus screen freezes/system locks up

REF NO: TJ 33202.2.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-02-16	STATUS DATE: 2018-02-21
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		-	201420-999952
155							2015-9999		-	201420-999952
156							2015-2017		-	201420-201728

CSC Customer Symptom Codes

Code	Description
2E	Audio other/Keypad on center console does not work
EV	Audio other/Steering wheel audio controls do not work
XD	Audio other/Audio unit display does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7N	Navigation/Other navigation problems
DQ	Navigation/Steering wheel navigator controls do not work
2P	Satellite radio/Does not work
HV	Video other/Other video problems
IM	Video other/Front screen, poor image quality/no image
KF	Visual driver information/Home button on center console display does not work



VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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Text

DESCRIPTION:

IHU/ICM = Infotainment Head Unit/Infotainment Control Module

If there is a customer concern of the infotainment screen “freezing” and the volume and/or keypad controls not responding, please follow the advice under “Service”.

SERVICE:

New IHU software was released 13th of February 2018 (week 7 2018) that will prevent this issue from occurring.

Please perform an *IHU/ICM Upgrade*.

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.