



Technical Journal

TITLE:

Rear Window Defrost will not Stay ActivatedREF NO:
TJ 34551.1.1ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2019-02-19STATUS DATE:
2019-03-06FUNC GROUP:
3630FUNC DESC:
Cleaner

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“Right first time in Time”

Attachment

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
K1	Defog/defrost/Rear window defog/defrost/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

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

Text



DESCRIPTION:

IHU = Infotainment Head Unit

CEM = Central Electronic Module

The customer may report that the rear defroster will not stay activated when pressing the button on the console.

This will usually occur if the vehicle has recently received a software upgrade.

SERVICE:

The issue may be caused by a signal mismatch between the IHU and the CEM that occurred as a result of a previous software download.

To remedy the issue:

- First ensure that all software in the vehicle is the latest according to TJ 31543 - the "Upgrades" section in the VIDA Software tab should be empty. In this case, *Total Upgrade* should be used if there are any upgrades available.
- Perform an *IHU Reload*

Once the last download completes, close and lock the vehicle for 3+ minutes, then start the engine and verify that the rear defrost is working properly.

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 needed", use function group 3630.