



Technical Journal

TITLE:

IHU, scratching electrical noise from car sound system after start-up

REF NO: TJ 34618.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2019-12-09	STATUS DATE: 2019-12-12
FUNC GROUP: 3930	FUNC DESC: Equipment for entertainment (radio/TV/VC	Page 1 of 2	

“Right first time in Time”

Attachment

File Name	File Size
TJ 34618.mp4	4.8100 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2020		-	201835-201945
225							2019-2020		-	201817-201945
227							2019-2020		-	201846-201945
234							2019-2020		-	201817-201945
235							2019-2020		-	201817-201945
236							2019-2020		-	201817-201945
238							2019-2020		-	201817-201945
246							2019-2020		-	201817-201945
256							2019-2020		-	201817-201945
536							2019-2020		-	201817-201945

CSC Customer Symptom Codes

Code	Description
8Y	Audio other/Volume changes unexpectedly
FC	Audio other/Other audio problems
FW	Speakers/Crackly sound
FY	Speakers/Distorted sound



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

If the vehicle sound system would give a scratching or screeching electrical noise after start-up, it may be the result of a rare timing issue within the IHU at start-up, see advice under SERVICE.

For reference of the scratching noise, please open attached mp4 video clip: [TJ 34618.mp4](#)

SERVICE:

Do NOT replace any components due to this symptom.

To reduce the possibility of this symptom occurring, improved IHU software was released for service during week 49, 2019

Perform a *Total Upgrade* in accordance with TJ 31543.

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use warranty claim data as mentioned in TJ 31543.

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.

This TJ has one associated sound file.