



# Technical Journal

TITLE:

**Infotainment System Reboots Repeatedly after Software Download**

<b>REF NO:</b> TJ 35037.1.1	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2019-07-16	<b>STATUS DATE:</b> 2019-07-19
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> Media, navigation and communication	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
256							2016-2017		-	201505-201716

## CSC Customer Symptom Codes

Code	Description
32	Infotainment/System reboots

## VST Operation Number

VST Operation Number	Description
36002-3	Software Control Module Downloading
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

SP = Software Product

After loading the latest software to the vehicle, the infotainment system may get stuck in a loop where it resets/reboots repeatedly (approximately every 2 minutes).

**SERVICE:**

If the above symptom occurs, follow the instructions below:

- 1.) Download SP 31682877 using VIDA. This SP contains a single IHU “repair” file.
- 2.) Once the download completes, refresh the Software *Upgrades* list. *Total Upgrade* should be available to download again.
- 3.) Perform the *Total Upgrade* download. If you receive a message regarding a “Special Software package” being installed, confirm this (click “YES”) and continue with the download.
- 4.) Once all downloads are complete, close and lock all doors for 5 minutes, and then verify that the infotainment system is operating correctly.

**NOTES:**

- It is crucial that step 3 be performed after the download of the special SP in Step 1. *Not performing the Total Upgrade afterwards will cause further issues with the IHU.*
- This TJ must only be applied to the vehicles listed and for the exact circumstances described above. DO NOT use this procedure for customer complaints of intermittent or random infotainment system rebooting. TJ 31602 should be followed for those types of cases.

**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 3900.