



Technical Journal

TITLE:

IHU, screech noise from sound system when ending phone call

REF NO: TJ 34948.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2019-07-18	STATUS DATE: 2019-07-29
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 34948.mp3	0.0605 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017		-	201617-201716
235							2018-2018		-	201717-201745
236							2018-2018		-	201717-201745
238							2018-2018		-	201717-201745
246							2018-2018		-	201717-201816
256							2016-2018		-	201505-201745
536							2019-2019		-	201746-201816

CSC Customer Symptom Codes

Code	Description
8Y	Audio other/Volume changes unexpectedly
FC	Audio other/Other audio problems
7S	Cellular phone/Other cellular phone problems

VST Operation Number



DTC Diagnostic Trouble Codes

Text

DESCRIPTION:

IHU = Infotainment Head Unit

The vehicle sound system may produce a screeching noise when ending a phone call.
For reference, please open the attached sound clip.

SERVICE:

Do NOT replace any components due to this symptom.

The root cause to this symptom has been found and improved IHU software is scheduled to be released in December 2019. This TJ will be updated when the updated software is available.

Decreasing the phone volume level below 80% will reduce the appearance of this symptom.

For urgent cases, please submit a Vehicle Report according to the instructions below.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if support is needed. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3930.

This TJ has a [sound file](#).