



Technical Journal

TITLE:

Echo heard on phone call

REF NO:
TJ 35440.1.0ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2020-03-02STATUS DATE:
2020-03-05FUNC GROUP:
3930FUNC DESC:
Equipment for entertainment
(radio/TV/VC

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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
224							2019-2020		-	201835-202021
225							2019-2020		-	201817-202021
227							2019-2020		-	201846-202021
235							2019-2020		-	201817-202021
236							2019-2020		-	201817-202021
238							2019-2020		-	201817-202021
246							2019-2020		-	201817-202021
256							2019-2020		-	201817-202021

CSC Customer Symptom Codes

Code	Description
7M	Cellular phone/Other party cannot hear/Handsfree
7S	Cellular phone/Other cellular phone problems
HM	Cellular phone/Other party cannot hear/Unsure when/at all times

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading



DTC Diagnostic Trouble Codes

Text

DESCRIPTION:

IHU = Infotainment Head Unit

When using a phone connected to the car's infotainment system (via Bluetooth, CarPlay, Android Auto, etc.), the caller on the opposite end of the call (landside) may hear an echo when speaking.

SERVICE:

Do not replace any components for this symptom unless instructed to in a Vehicle Report.

Improved IHU software that will correct this issue is under development and will be released in June of 2020.

This TJ will be updated when the new software is available.

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 36004-2 and applicable CSC.

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.