



Technical Journal

TITLE:

**Sensus Connect Infotainment: Reboots/Inoperative/No Sound/
No Response**

REF NO: TJ 35480.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2020-03-23	STATUS DATE: 2020-03-26
FUNC GROUP: 3900	FUNC DESC: 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
1XX							2015-2018		-	201420-201823

CSC Customer Symptom Codes

Code	Description
2E	Audio other/Keypad on center console does not work
DO	Audio other/Audio unit (complete) does not work
FC	Audio other/Other audio problems
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
DP	Radio/Does not work
FE	Radio/Setting frequency (station or pre-set) does not work
2P	Satellite radio/Does not work
IB	Speakers/Does not work

VST Operation Number

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:

On Tuesday March 10th, 2020, a broadcast issue from SiriusXM caused the infotainment system in some of the vehicles listed to reboot continuously approximately every 2-3 minutes.

The broadcast issue was corrected mid-day on Wednesday March 11th, 2020.

However, in some unique cases the issue was not completely resolved or new issues appeared in vehicles after the broadcast was fixed. See information under Service.

SERVICE:

If the customer confirms that the issue occurred during the time period mentioned above but there are currently no symptoms present, no action is necessary. Do not perform any diagnostics or fault tracing.

Other issues that may have appeared as a result of this issue include:

- Loss of audio from the sound system.
- No response to the CCM controls.

If any of the above are present and the customer can confirm that they began on or after March 10th, 2020, the system can most likely be recovered by briefly removing power from the audio amplifier (AUD) or the complete infotainment system:

1. Disconnect AUD connectors 16/105 C1 and C3 for 30-60 seconds.
2. If the system is still not operating normally, remove fuse 11C/1 (F1, 40A) in the passenger compartment fuse panel for 30-60 seconds

This will re-start the MOST transceiver(s) and should return the system to normal operation.

AUD - Audio Amplifier

CCM - Climate Control Module

MOST - Media-Oriented Systems Transport

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.