



Technical Journal

TITLE:
MY21- HUD, Lighting/Settings issues after software update

REF NO: TJ 35640.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2020-08-25	STATUS DATE: 2020-08-31
FUNC GROUP: 3723	FUNC DESC: electric distribution box; electric dist	Page 1 of 2	

“Right first time in Time”

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2021-2021		-	202022-202121
225							2021-2021		-	202022-202121
227							2021-2021		-	202022-202121
235							2021-2021		-	202022-202121
236							2021-2021		-	202022-202121
238							2021-2021		-	202022-202121
256							2021-2021		-	202022-202121

CSC Customer Symptom Codes

Code	Description
EG	Approach and home safe lighting/Does not work
YE	Courtesy lighting/Does not work
7K	Instrument lighting/Dimmer does not work
1V	Passenger compartment lighting/Constantly lit
JA	Passenger compartment lighting/Does not work
VZ	Locking/unlocking/Other central locking problems
GA	Gauges/Speedometer not accurate/does not work
KD	Head Up Display HUD/Does not work

**DESCRIPTION:**

HUD - Head-Up Display

CEM - Central Electronic Module

DIM - Driver Information Module

IHU - Infotainment Head Unit

Due to a software issue, there may be various symptoms after a CEM software upgrade or replacement, due to CEM not properly initializing the driver profiles after the download.

Issues will be related to settings linked to key/driver profiles.

Any of these symptoms may appear:

- Triple flash turn indicator only flashes once regardless of setting in the IHU menu.
- Interior mood lights work but not possible to change setting (color, level, etc.)
- HUD not working.
- No visual lock/unlock feedback.
- Kilometers instead of Miles shown in the DIM, regardless of the settings in IHU.
- Cornering light not possible to activate.
- Home Safe light not working regardless of setting in IHU.
- Auto close of sun curtain not working regardless of setting in IHU.

To permanently correct this issue, see advice under SERVICE.

SERVICE:

To correct the issue:

Change driver profile via IHU menu.

After a driver profile change the CEM is properly initialized.

Change the profile back to the previous (customer) setting.

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 3723.