



Technical Journal

TITLE:

Infotainment System Reboots Repeatedly after Software Download

REF NO: TJ 35037.1.2	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2020-09-09	STATUS DATE: 2020-09-18
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	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
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

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

IHU = Infotainment Head Unit

SP = Software Product

After downloading 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.
- 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.