



# Technical Journal

TITLE:

**IHU, volume restriction w/orange key**

<b>REF NO:</b> TJ 35554.2.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2020-10-06	<b>STATUS DATE:</b> 2020-10-13
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> 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
224							2021-9999		-	202022-202024
225							2021-9999		-	202022-202024
227							2021-9999		-	202022-202024
234							2021-9999		-	202022-202024
235							2021-9999		-	202022-202024
236							2021-9999		-	202022-202024
238							2021-9999		-	202022-202024
246							2021-9999		-	202022-202024
256							2021-9999		-	202022-202024
256							2021-9999		-	202022-202024
256							2021-9999		-	202022-202024
536							2021-9999		-	202020-202024

## CSC Customer Symptom Codes

Code	Description
FC	Audio other/Other audio problems
II	Cellular phone/Voice control does not work
IJ	Navigation/Voice guidance does not work
XF	Rear seat entertainment/No/reduced/incorrect function



## VST Operation Number

VST Operation Number	Description
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:

In vehicles with the new orange remote key, (Care Key), there may be an issue with the audio volume being restricted to max 50% for radio and all streaming media.

### SERVICE:

Don't fault trace or replace any parts due to this volume restriction.

New IHU software is available since week 24 2020.

Perform a software upgrade in accordance with TJ 31543.

(The improved IHU software is included in the software upgrade)

IHU - Infotainment Head Unit

### Warranty claim info:

*To get warranty claim accepted for a job described in this TJ, please use following data:*

*VST OP number: 36004-2*

### 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 3900.