



# Technical Journal

TITLE:

**XC40 Recharge, IHU not responding after PDS update**

|  |  |  |                                   |
|--|--|--|-----------------------------------|
| <b>REF NO:</b><br>TJ 35785.1.0             | <b>ISSUING DEPARTMENT:</b><br>Technical Service          | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>PARTNER:</b><br>3 US 7510 Volvo Car USA |  | <b>ISSUE DATE:</b><br>2020-12-08               | <b>STATUS DATE:</b><br>2020-12-17 |
| <b>FUNC GROUP:</b><br>3900                 | <b>FUNC DESC:</b><br>media, navigation and communication | Page 1 of 2                                    |                                   |

“Right first time in Time”

## Attachment

### DESCRIPTION:

If IHU is not responding after download of “PDS upgrade” and only showing Volvo logo on the CCD, or showing “Recovery Mode” on CCD, this may be due to the “IHU factory reset” routine was not performed correctly during the software download process. See advice under SERVICE to remedy.

IHU = Infotainment Head Unit  
 CCD = Center Console Display  
 PDS = Pre-Delivery Service  
 CMQ = Current Model Quality  
 ICUP = Infotainment and Connectivity Unit Program

### CSC Customer Symptom Codes

| Code | Description  |
|------|--|
| 2V   | Technician information/Software/Vehicle communication/Not for warranty use |

### DTC Diagnostic Trouble Codes

### Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 536  | ED  | E400V6   |       |      |      |       | 2021-9999  |       | -             | 202037-999952    |



**SERVICE:**

1. Download “PDS upgrade” again if it is still available under “Software installation” tab.
2. If “PDS upgrade” is not available in “Software installation” tab, or if IHU has not recovered after step 1, then download software product (SP) 32292644 “CMQ IHU ICUP FIX”

**VST Operation Number**

| VST Operation Number | Description                         |
|----------------------|-------------------------------------|
| 36002-3              | Software control module downloading |

**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.