

Technical Journal

TITLE:

SiriusXM Radio missing from Google/Android Infotainment

REF NO: TJ 36065.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-10-08	STATUS DATE: 2021-10-13
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

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DESCRIPTION:

If a customer complains that the SiriusXM satellite radio media source is missing from the vehicle. See instructions under Service.

IHU = Infotainment Head Unit

PDS = Pre-Delivery Service

CSC Customer Symptom Codes

Code	Description
2P	Satellite radio/Does not work

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
236							2022-2022		-	202120-202139
238							2022-2022		-	202120-202139
246							2022-2022		-	202120-202139
536	ED	E400V6					2021-2022		-	202037-202139

Technical Journal 36065.1.1

SERVICE:

To add the SiriusXM app to the vehicle, install the latest IHU software by following guidelines in TJ 31543. The software is included in the latest *Total Upgrade*, *Service 2.0*, and *PDS Upgrade* packages.

Once the software is loaded to the vehicle, the radio will be active and the customer's 3-month trial subscription period will begin.

For un-sold vehicles that receive *PDS Upgrade* software (ex. demonstration units), the radio will be activated and functional after the software is downloaded, but the 3-month trial period will not begin until the vehicle sale is completed and recorded in the Retail Delivery Registry.

Warranty claim information

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

VST OP number: 36004-2 and CSC 2P.

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

VEHICLE REPORT:

Not required