

Technical Journal

TITLE:

Information Regarding Over-the-air Software Update Installation

REF NO: TJ 36121.1.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-12-03	STATUS DATE: 2021-12-06
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

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

DESCRIPTION:

Beginning 12/8/2021, vehicle software Version 1.8 will be released via OTA (Over-the-air). Customers with OTA capable cars (refer to the Vehicle Type section below) will receive an email (if customer email has been provided and is valid) with instructions on how to complete the installation.

If, after 40-60 minutes of driving, a customer with an OTA-capable car has NOT received the “Ready to install” message prompt on their Center display, the car may be experiencing issues initiated the download.

In this case, please follow instructions under Service.

CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed

DTC Diagnostic Trouble Codes

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
236							2022-2022		-	0-0
238							2022-2022		-	0-0
246							2022-2022		-	0-0
536	ED	E400V6					2021-2022		-	0-0

SERVICE:

To resolve this issue, inform the customer to restart the Center display by performing the following steps:

- Press and hold the home button on the Center display for 20 seconds.
- While holding the Center display button, the screen will change to “screen cleaning mode” and then eventually turn off entirely before restarting.
- The button can be released once the Volvo logo appears.
- The car can now be used as normal and the “Ready to install” message should appear after an additional 40-60 minutes of driving.

Note: some customers may need to perform this action more than once in order to complete the download.

If the OTA update still fails, please refer to TJ 35898.

More information available at <https://volvo.custhelp.com/app/homeV3>

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.