VOLVO Service and Parts Business

Technical Journal

TITLE:

Infotainment System (IHU) Resets/Reboots while driving (blank screen)

REF NO:	ISSUING DEPARTMENT:	CAR MARKET:	
TJ 31602.9.5	Technical Service	United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2022-09-06	STATUS DATE: 2022-09-21
FUNC GROUP: 3930	FUNC DESC: Equipment for entertainment (radio/TV/VC	Page 1 of 3	

"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:
* Model/model year ranges updated

*** NOTE - This TJ does NOT apply to vehicles with Google built-in infotainment**

IHU = Infotainment Head Unit
CCD = Center Console Display
DIM= Driver Information Module

The customer may report that the infotainment system in the vehicle re-starts or reboots intermittently while driving.
When this happens the CCD and the center area of the DIM will go blank for a few moments and then start back up as if the vehicle has just been started up.
The customer may also notice that the infotainment system is not responding as normal (ex.- long response time) just before this occurs.
When the system reboots, some customer settings may change back to a previous setting (ex.- navi destination, climate settings, radio station, etc.)

Follow the instructions under Service to aid with this symptom.

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CSC Customer Symptom Codes

Code	Description
32	Infotainment/System reboots
2E	Audio other/Keypad on center console does not work
DO	Audio other/Audio unit (complete) does not work
FC	Audio other/Other audio problems
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7N	Navigation/Other navigation problems

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2022		-	201835-202221
225							2019-2022		-	201817-202221
227							2019-2022		-	201846-202221
234							2017-2017		-	201617-201716
234							2017-2017		-	201617-201716
235							2017-2021		-	201624-202122
236							2017-2021		-	201646-202122
238							2018-2021		-	201717-202122
246							2018-2021		-	201717-202122
256							2016-2022		-	201505-202222
536	16	B4204T18					2019-2022		-	201746-202221
536	AC	B4204T47					2019-2022		-	201746-202221

SERVICE:
Do NOT replace the IHU for this symptom unless directed to in a Vehicle Report.

* If the above symptom(s) occur, make sure the IHU has the latest software. Please perform a *Total Upgrade* in accordance with TJ 31543.
(The latest IHU software is included in the *Total Upgrade*)

Also make sure any installed in-car apps are of the latest version by checking for updates in the Download Center.

NOTE: If the IHU software has not been upgraded since before May 2017 (i.e. - Center display has old HMI layout per https://volvo.custhelp.com/app/answers/detail/a_id/9837.), the in-car apps should be deleted and re-downloaded to the car after the *Total Upgrade*. This is because the apps that worked with the older IHU software are not compatible with the latest IHU software.

If the IHU software and in-car apps all have the latest version and the customer *still* experiences a rebooting symptom: follow the instructions below for retrieving **Reset** log files from the IHU and attach them to a Vehicle Report following the instructions under Vehicle Report.

Extracting IHU Reset Log Files with VIDA

- A Diagnostic Sequence named *IHU Export Log Files* can be found in VIDA under *Diagnostic Sequences* for the IHU in the *Diagnostics* section.
- Running the diagnostic sequence will give you the option of extracting *Snapshot*, *Reset*, or *All* log files to a USB flash drive.
- Follow the instructions provided and select ***"Reset"*** - these log files are generated as a result of an IHU reset event.

NOTE: Selecting *"All"* will extract a large number of files from the IHU and will result in excessive file size that cannot be attached to a Vehicle Report. ***Do not*** **use this option unless instructed to do so in a vehicle report.**

- Once the sequence is completed, the CCD may be blank. At this point turn off the ignition and remove the USB. The CCD should come back on at the next ignition cycle.

If any logs were extracted, they will show up in a folder called "extracted_logs" on the USB drive.

Within that folder there will be individual folders for each log. The folder names should look similar to this: **028_20190207140616_R**.

There should only be folders that end with the letter "R" on the USB. Each folder is a log file for an individual reset event.
The extracted log files can be compressed and attached to a Vehicle Report

If VIDA indicates that there are no Reset logs to extract, create a Vehicle Report according to the instructions below and make note of it when contacting the Tech HelpDesk.

Warranty claim info:
To get warranty claim accepted for a job described in this TJ, please use following data:
VST OP number: 36001-2, 96158-3

VST Operation Number

VST Operation Number	Description
36004-2	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 3930.

Ask the customer how frequently this symptom occurs and if any special circumstances are noted in relation to the symptom such as if it only happens during use of certain functions or when using a specific app or source. Include this information in the Vehicle Report.

Compress any log files using file compression software such as WinZip and attach them to the Vehicle Report.