

**Volvo Car USA LLC****Technical Journal**

Technical Journal Title		Ref. No.	
Report feedback to Google in CSD		TJ 36657.1.0	
Issuer (Dept.)		Issue Date	Status Date
Technical Service		06/08/23	06/20/23
Car Market	Partner	Function Group	
United States and Canada	3 US 7510 Volvo Car USA	3900	
Function Description		Page	
Media, navigation and communication		Page 1 of 2	

DESCRIPTION:

If any Google related issues are observed on Google Play, Google Assistant, or Google Maps please report them by following the instructions listed under "Service".

CSD Center Screen Display

CSC Customer Symptom Codes

Code	Description
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7N	Navigation/Other navigation problems
DQ	Navigation/Steering wheel navigator controls do not work
EO	Navigation/Does not work
HP	Navigation/Navigation system gives incorrect directions
IC	Navigation/Updates of information slow/does not work
IJ	Navigation/Voice guidance does not work
IN	Navigation/Bright/dark colors cannot be changed
IP	Navigation/Error message on screen
IT	Navigation/Locations cannot be stored/disappears

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202220-999952
225							2023-9999		-	202220-999952
227							2023-9999		-	202220-999952
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202220-999952
536	ED	E400V6					2021-9999		-	202037-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:

To report any issues with any of the Google built-in Apps in the vehicle (see description), please recommend to the customer to report the issue directly to Google : <https://support.google.com/googleappsincar>

Feedback can be reported to Google directly from the main center screen display in the Vehicle--refer to the attached video (Feed-back Google(1).mp4).

IMPORTANT: Other Apps downloaded to the vehicle, from publishers other than just Google, may have similar ways of reporting issues directly to the app development team--please encourage this issue reporting method whenever possible since Volvo does not have direct control over 3rd Party apps.

Warranty claim info:

Failing Part: No part replacement accepted

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.