

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

Technical Journal Title		Ref. No.	
CSD Stuck in Recovery Mode, iCUP		TJ 36555.5.0	
Issuer (Dept.)		Issue Date	Status Date
Technical Service		3/13/23	3/20/23
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 5	

Attachment

File Name	File Size
TJ_36555.PNG	0.2308 MB
TJ_36555_2.PNG	0.4893 MB

Rows beginning with * are modified

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

DESCRIPTION:

If the Center Screen Display (CSD) shows a "Recovery Mode" message (see attached picture TJ_36555), please follow advice shown under "Service."

Possible Symptoms:

- CSD shows "No command" android-robot screen (see attached picture TJ_36555_2)
- Unable to communicate with the IHU, CSD, and AUD

CSD = Center Screen Display

IHU = Infotainment Head Unit

Q&A = Question and Answer list

*OTA = Over The Air

*AUD = Audio Unit Device

CSC Customer Symptom Codes

Code	Description
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
KE	Touch input/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
224							2023-9999		-	202220-999952
225							2023-9999		-	202220-999952
227							2023-9999		-	202220-999952
235							2022-9999		0175000-0999999	202122-999952
236							2022-9999		0144000-0999999	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202220-999952
536							2021-9999		0000001-0999999	202037-999952
539							2022-9999		-	202139-999952

SERVICE:

Important: If the workshop or customer is able to reproduce this error state, please create a Support Needed Vehicle Report ASAP

Root cause is still under investigation.

As such, we ask that you collect the following information from the customer:

Q&A-list:

1 Q: When did the problem occur - at start up, while driving, after SWDL (VIDA/OTA), or when unpairing/pairing Volvo Car app?

A:

2 Q: How long after vehicle start did this Recovery Mode message appear?

A:

3 Q: Did the CSD reboot (“Volvo” text come up on CSD) just prior to the Recovery Mode message?

A:

4 Q: For how long time was the vehicle parked prior to this “Recovery Mode” message and what was the approximate ambient temperature during parking?

A:

5 Q: What functions were used just prior to the Recovery Mode message appearing (i.e. - starting voice assistant, starting Navigation, make/receive phone call, change profiles etc)

A:

6 Q: Were there any features that disappeared at the same time (i.e. - loss of climate, driver support functions, etc.)

A:

*To resolve this "Recovery Mode / Android-Robot" error message, please follow the instructions in the attached movie (TJ_36555_3).

* If this instruction does not resolve the "recovery mode" concern, please perform a reload of IHU-SW.

Please do not hesitate to include any additional information that may be useful in this investigation.

Warranty claim info:

Note that the TJ number must be stated in repair order text.

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

VST OP number: 36004-2, Software control module downloading

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

VEHICLE REPORT:

Yes, please submit a Vehicle Report with this Q&A list added and IF problem is reproducible. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3900.

To view TJ attachments continue to next page. This TJ has two attachments.



