

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

Technical Journal Title Audio or media sound system, distorted sound - upgrade to V2.13.1 SW		Ref. No. TJ 36769.1.0	
Issuer (Dept.) Technical Service		Issue Date 12/18/23	Status Date 1/3/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3900	
Function Description media, navigation and communication		Page Page 1 of 2	

**Attachment**

File Name	File Size
<a href="#">TJ36769-1.mp3</a>	0.2311 MB
<a href="#">TJ36769-2.mp3</a>	0.1737 MB

**DESCRIPTION:**

If the customer experiences a “distorted sound” while listening to the audio system (on any media source), then follow the advice under “Service”.

**For reference, listen to the attached sound files TJ 36769-1.mp3 and TJ 36769-2.mp3.**

**CSC** Customer Symptom Codes

Code	Description
FC	Audio other/Other audio problems
FY	Speakers/Distorted sound

**DTC** Diagnostic Trouble Codes**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-2024		-	202220-202346
225							2023-2024		-	202220-202346
227							2023-2024		-	202220-202346
236							2022-2024		-	202122-202346
238							2022-2024		-	202122-202346
246							2022-2024		-	202122-202346
256							2023-2024		-	202220-202346
536	ED	E400V6					2021-2023		-	202037-202316
536	EH	E400V8					2024-2024		-	202317-202346
536	ER	E400V12					2024-2024		-	202317-202346
536	K9	BK9KERS					2023-2024		-	202222-202346

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	L1	BL1KERS					2023-2024		-	202222-202346
539							2022-2024		-	202139-202346

**SERVICE:**

**Do not replace any parts.** Improved software is available from version 2.13.1 in VIDA or via OTA (Over The Air).

For software release information and timing, see VIDA - Release Notes.

If not urgent for the customer, wait for the OTA to be released to the car.

If urgent, perform a software upgrade according to TJ 31543.

Note!

Almost all cars with iCUP/Google built-in are OTA capable.

Individual cars in which the manufacturer has identified as not possible to receive OTA will have a pop-up message in VIDA with a reference to follow TJ 36139.

iCUP- Infotainment Connectivity Unit Program

**Warranty claim info:**

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

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

**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 not needed", use function group 3900.

**This TJ has two sound files.**