



**Volvo Car USA LLC**

**Technical Journal**

Technical Journal Title <b>Improvements to YouTube APP</b>		Ref. No. <b>TJ 36821.1.0</b>	
Issuer (Dept.) <b>Technical Service</b>		Issue Date <b>1/29/24</b>	Status Date <b>2/1/24</b>
Car Market <b>United States and Canada</b>	Partner <b>3 US 7510 Volvo Car USA</b>	Function Group <b>3901</b>	
Function Description <b>Media reader; media player</b>		Page <b>Page 1 of 3</b>	

**DESCRIPTION:**

If the customer experiences an issue related to YouTube APP functions, please follow the advice under "Service".

**CSC** Customer Symptom Codes

Code	Description
ER	App/Does not work
3J	TV/Does not work
3K	TV/Other problems
HV	Video other/Other video problems
IM	Video other/Front screen, poor image quality/no image

**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
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	EH	E400V8					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

**SERVICE:**

This TJ will be updated when planned SW 2024 Quarter 2 is released for the symptoms in the list below.

To improve the “green flickering image”, you first need to secure that the vehicle has SW version 2.13.1 or later, and then download “ChromeBeta” from Playstore (available from 2024 week 02). The customer can choose to use the “ChromeBeta” browser for an improved YouTube experience until further improvements are made to the YouTube application.

**Symptom 1**

**Issue:** YouTube app crashes

**Mitigation:** Restart app

**Planned fix:** SW released 2023 week 42

**Symptom 2**

**Issue:** Titles sometimes overlap with top bar

**Mitigation:** None

**Planned fix:** Fixed for YouTube, but might happen for some gaming apps

**Symptom 3**

**Issue:** Keyboard does not always appear when searching

**Mitigation:** Exit the app and enter again

**Planned fix:** SW release 2024 Quarter 2

**Symptom 4**

**Issue:** Exiting from “...” pages

**Mitigation:** Restart app

**Planned fix:** SW release 2024 Quarter 2

**Symptom 5**

**Issue:** Touch areas too small

**Mitigation:** None

**Planned fix:** SW release 2024 Quarter 2

**Symptom 6**

**Issue:** Green/Green and flickering image

**Mitigation:** Change screen resolution by installing ChromeBeta

**Planned fix:** ChromeBeta is available for customers from Play store as of 2024 week 02. Google is still working on fixing the issue for customers who selects not to download ChromeBeta.

**Warranty claim info:**

To get warranty claim accepted for a job described in this TJ, please use warranty claim data as mentioned in TJ 31543.

**VST** Operation Number

<b>VST Operation Number</b>	<b>Description</b>
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 3901.