

# V O L V O

## Volvo Car USA LLC

## Technical Journal

Technical Journal Title ICUP - Issues with Touch Functions in Center Stack Display		Ref. No. TJ 36830.2.0	
Issuer (Dept.) Technical Service		Issue Date 2/29/24	Status Date 3/14/24
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	

Rows beginning with \* are modified

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

### DESCRIPTION:

\*Service section updated in its entirety.

If a customer is experiencing issues with touch commands when using the Infotainment system (by pressing the center display), please follow the advice under Service.

CSD = Center Stack Display

### 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							2024-2024		-	202317-202408
225							2024-2024		-	202317-202408
227							2024-2024		-	202317-202408
236							2024-2024		-	202317-202408
238							2024-2024		-	202317-202408
246							2024-2024		-	202317-202408
256							2024-2024		-	202317-202408
536							2024-2024		-	202317-202408
539							2024-2024		-	202317-202408

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### SERVICE:

Typically, when this occurs, functionality from the Infotainment system will be available by voice control input, but not by using the touch functions on the CSD. The Home button will also be operational. This is due to a software issue in the CSD.

Do not exchange any parts due to this issue.

An improved software (v2.14.3) is available in VIDA from 2024 week 08. Please note: The SW improvement for this issue is not included in the OTA for v2.14.3 SW.  
Perform a total upgrade according to TJ 31543.

Note! This TJ is only valid for cars with a CSD that has part number 32250735. This information can be found in VIDA under Vehicle Details -> Hardware and Software -> CSD, or in TIE under Vehicle Info -> HW SW Parts.

### 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 needed", use function group 3900.