

Technical Journal Title ICUP, MY23->, Scratchy sound, Premium Sound Audio		Ref. No. TJ 36743.3.0	
Issuer (Dept.) Technical Service		Issue Date 4/16/24	Status Date 4/18/24
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 4	

## Attachment

File Name	File Size
TJ_36743_1.png	1.0327 MB
<a href="#">TJ_36743_1.MOV</a>	<a href="#">0.8558 MB</a>
<a href="#">TJ_36743_2.MOV</a>	<a href="#">1.7897 MB</a>

Rows beginning with \* are modified

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

### DESCRIPTION:

\*Updated attachment.

If customer complains about “scratchy sound” while listening to audio system or any other media sound player and vehicle has at least 5 of below added DTCs (status permanent) please follow information under SERVICE.

See attached videos for sound reference, scratchy sound [TJ\\_36743\\_1](#) and [TJ\\_36743\\_2](#).

Affected sound system is: Premium Sound Audio (AUD, VDN : K503) from MY23 (structure week 2023w16 -> )

AUD = Audio Unit Device

VDN = Variant Designation Number

### CSC Customer Symptom Codes

Code	Description
DO	Audio other/Audio unit (complete) does not work
FC	Audio other/Other audio problems
DP	Radio/Does not work
FW	Speakers/Crackly sound
FY	Speakers/Distorted sound
IB	Speakers/Does not work

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### DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
AUD	B154896	Permanent
AUD	B160E11	Permanent
AUD	B1A021A	Permanent
AUD	B1A031A	Permanent
AUD	B1A041A	Permanent
AUD	B1A051A	Permanent
AUD	B1A0611	Permanent
AUD	B1A0612	Permanent
AUD	B1A061A	Permanent
AUD	B1A071A	Permanent
AUD	B1A081A	Permanent
AUD	B1A091A	Permanent
AUD	B1A101A	Permanent
AUD	B1A111A	Permanent
AUD	B1A121A	Permanent
AUD	U102294	Permanent
AUD	B1A011A	Permanent

### Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-2024		-	202316-202335
225							2023-2024		-	202316-202335
227							2023-2024		-	202316-202335
235							2023-2024		-	202316-202335
236							2023-2024		-	202316-202335
238							2023-2024		-	202316-202335
246							2023-2024		-	202316-202335
256							2023-2024		-	202316-202335

### SERVICE:

If the symptom is confirmed and sound matching the files and DTCs from the list are valid replace the AUD-unit.

\*Make sure that spare part (AUD) is ok and has production week 23w32 or higher, see sample in attachment (TJ\_36743\_1.PNG for location of production week on AUD label).

### 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.

### Failing Part:

AUD P/N according to VIDA

### VST Operation Number

VST Operation Number	Description
39020-2	Audio Module (AUD) Replace
36004-2	Software Control Module Downloading
36002-3	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.

**To view TJ attachments continue to next page. This TJ has one attachment and two sound files.**

