

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Google acceptance required for SW 3.0.3		Ref. No. TJ 36926.1.0	
Issuer (Dept.) Technical Service		Issue Date 4/17/24	Status Date 5/2/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA, LLC	Function Group 3900	
Function Description Media, navigation and communication		Page Page 1 of 6	

Attachment

File Name	File Size
TJ_36926_1.png	0.1685 MB
TJ_36926_2.png	0.1264 MB
TJ_36926_3.png	0.1189 MB
TJ_36926_4.png	0.0747 MB

DESCRIPTION:

If the customer experiences “greyed out” Google GAS applications, such as Maps, Assistant, Playstore and YouTube (see attached picture TJ_36926_1), and the vehicle has software v3.0.3, please follow the instruction under “Service”.

GTOS = Googles Terms of Service

GAS = Google Application Services

CSC Customer Symptom Codes

Code	Description
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
IP	Navigation/Error message on screen
2V	Technician information/Software/Vehicle communication/Not for warranty use

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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		0144000-0999999	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202220-999952
536	ED	E400V6					2022-9999		0640150-0999999	202122-999952
536	K9	BK9KERS					2023-2023		-	202222-202316
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:

Do not replace any components for this issue.

After installing software v3.0.3, the customer must accept the Googles Terms of Service (GTOS) to get all “greyed out” Google applications activated (see attached picture TJ_36926_4).

By clicking on any “greyed out” Google application, you will be directed to Google services for acceptance (see attached picture TJ_36926_2 and 3).

Warranty claim info:

No warranty claim is accepted for this TJ.

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 four attachments.







