

Technical Journal Title SENSUS - IHU Software Improvement (Voice Control)		Ref. No. TJ 36895.1.0	
Issuer (Dept.) Technical Service		Issue Date 5/16/24	Status Date 6/18/24
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 2	

Attachment

File Name	File Size
TJ_36895_1.mp4	5.8861 MB

DESCRIPTION:

If the below IHU (affected Infotainment system is: SENSUS (VDN : RP02 = CADS 4) symptom is reported please follow the instruction under “Service.”

- Voice control has intermittent periods where it does not function (see attached video [TJ_36895_1](#))

VDN = Variant Designation Number

IHU = Infotainment Head Unit

CSC Customer Symptom Codes

Code	Description
32	Infotainment/System reboots
FC	Audio other/Other audio problems
62	Bluetooth/Telephony does not work
9R	Cellular phone/Does not work
DR	Cellular phone/Voice message does not work
II	Cellular phone/Voice control does not work
JZ	Cellular phone/Keypad on center console does not work
EO	Navigation/Does not work
IJ	Navigation/Voice guidance does not work
DP	Radio/Does not work

DTC Diagnostic Trouble Codes

Technical Journal 36895.1.0

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2022		-	201835-202221
225							2019-2022		-	201817-202220
227							2019-2022		-	201846-202221
234							2018-2022		-	201746-202121
235							2018-2022		-	201746-202121
236							2018-2022		-	201746-202121
238							2018-2022		-	201746-202121
246							2019-2022		-	201817-202121
256							2018-2022		-	201746-202221
536							2019-2021		-	201817-202121

SERVICE:

Do not replace any components for this issue.

An improved SENSUS IHU (VDN : RP02 = CADS 4) software is available in VIDA beginning 2024 week 21.

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

Warranty claim info:

1. To get a warranty claim accepted for a job described in TJ 36895; submit a claim using VST Operation Number 36004-2 "Software Control Module downloading".
2. Refer to the Goodwill Policy in the Warranty Information and Resource Experience - Home and follow Self-Authorized Goodwill rules to claim using VST Operation Number 36004-2 "Software Control Module downloading".

NOTE: Be sure to state TJ 36895 in line 2 of your claim 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 one video attachment.