

Volvo Car USA LLC

Technical Journal

Technical Journal Title DHU in recovery mode, recovery method		Ref. No. TJ 36852.1.0	
Issuer (Dept.) Technical Service		Issue Date 8/27/24	Status Date 9/4/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3905	
Function Description Display head Unit (DHU)		Page Page 1 of 3	

Attachment

File Name	File Size
TJ_36852_1.jpg	0.0889 MB
TJ_36852_2.jpg	0.1389 MB

DESCRIPTION:

In cases where the DHU is in recovery mode after SW upgrade (see example in the attached file TJ_36852_1.jpg as a reference), please follow advice under “service”.

DHU = Display Head Unit
 SP = Software Product
 SW = Software
 PDS = Pre Delivery Service

CSC Customer Symptom Codes

Code	Description
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
416							2024-9999		0000001-0999999	202337-999952

SERVICE:

If an EX30 shows “Android Recovery” in the DHU screen after upgrading SW (PDS or Total Upgrade), please follow the steps below.

NOTE! Make sure that the SW fix described in QB-D10264 is performed for the cars marked with the QB-D.

Technical Journal 36852.1.0

1. Order and download SP: 80027696. Use “Manual Order,” as SP is not visible in the drop-down list in VIDA. If you get a message “The part number 80027696 seems to be invalid,” just click “Yes” to continue.
2. When you start the download, it seems like VIDA is stuck on 15% (see attached picture TJ_36852_2.jpg). This is normal, as there is a timer in VIDA to let the DHU process the data.
3. After the download is finished, the DHU screen will boot up in normal mode.

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
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 needed”, use function group 3905.

To view TJ attachments continue to next page. This TJ has two attachments.

