

Volvo Car USA LLC

Technical Journal

<small>Technical Journal Title</small> DHU profile locked and forgotten pin code		<small>Ref. No.</small> TJ 36927.1.0	
<small>Issuer (Dept.)</small> Technical Service		<small>Issue Date</small> 8/27/24	<small>Status Date</small> 9/4/24
<small>Car Market</small> United States and Canada	<small>Partner</small> 3 US 7510 Volvo Car USA	<small>Function Group</small> 3905	
<small>Function Description</small> Display head Unit (DHU)		<small>Page</small> Page 1 of 1	

DESCRIPTION:

If the "Profile lock" has been activated in the DHU settings, and the pattern/PIN code has been forgotten, please follow advice under "Service".

DHU = Display Head Unit

CSC Customer Symptom Codes

Code	Description
KE	Touch input/Does not work
KF	Visual driver information/Home button on center console display 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
416							2024-9999	95	0000462-9999999	202336-999952

SERVICE:

The current workaround to reset the Profile and remove the lock is to download SP (Software Product) 80027696.

This will clear the user profile and it will need to be setup again.

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 not needed", use function group 3905.