

Technical Journal Title <b>EX30 - Clock shows wrong time</b>		Ref. No. <b>TJ 36856.1.0</b>	
Issuer (Dept.) <b>Technical Service</b>		Issue Date <b>8/27/24</b>	Status Date <b>9/5/24</b>
Car Market <b>United States and Canada</b>	Partner <b>3 US 7510 Volvo Car USA</b>	Function Group <b>3870</b>	
Function Description <b>Driver support systems</b>		Page <b>Page 1 of 2</b>	

**Attachment**

File Name	File Size
<a href="#">TJ_36856_1.mp4</a>	

**DESCRIPTION:**

If the customer complains about the clock showing the wrong time in the CSD, when using “auto time set”, please follow instructions under “Service”

CSD = Center Screen Display

DHU = Display Head Unit

**CSC** Customer Symptom Codes

Code	Description
9X	Gauges/Clock adjustment does not work
GB	Gauges/Clock not accurate/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							2024-2024		0000001-0999999	202337-999952

**SERVICE:**

As a workaround, you can try the following steps:

1. Perform a DHU restart by pressing the “arrow down button” (steering wheel right side) and “minus button” (steering wheel left side) at the same time for 15 seconds (Volvo logo will appear).

If this doesn’t resolve the problem, try step 2.

2. Perform a manual setting of the time by following the steps presented in attached video ([TJ\\_36856\\_1.mp4](#))

## Technical Journal 36856.1.0

---

This will secure the vehicle to have correct time for all in vehicle functions as well as EX30 app when using time/clock as trigger, i.e., schedule climate and charging, etc.

### 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
99921-2	General Reimbursement acc to 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 3870.

**This TJ has one video file.**