

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Apple CarPlay Not OK - iPhone with USB-C, SENSUS		Ref. No. TJ 37070.2.0	
Issuer (Dept.) Technical Service		Issue Date 10/9/24	Status Date 10/16/24
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	

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If the customer experiences issues starting Apple CarPlay™, please follow the advice under “Service”.

CSC Customer Symptom Codes

Code	Description
7S	Cellular phone/Other cellular phone problems
9R	Cellular phone/Does not work
DR	Cellular phone/Voice message does not work
EJ	Cellular phone/Handsfree does not work
9S	USB unit/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
224							2019-2022		-	201835-202221
225							2019-2022		-	201822-202218
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		-	201717-202221
536							2019-2022		-	201747-202220

Technical Journal 37070.2.0

SERVICE:

This technical journal only concerns Sensus vehicles with a USB-A connector or a USB-A HUB.

*After the introduction of the USB-C connector for Apple iPhones, some customers have had issues with Apple CarPlay™ not starting. To be able to utilize Apple CarPlay™ with Apple iPhones with a USB-C connector in Sensus vehicles, customers need to use a cable with a built-in 56 kΩ resistor.

This resistor helps the USB-C device recognize it's connected to a USB-A port, which usually provides less power than a USB-C port.

The 56 kΩ resistor ensures safe and appropriate power delivery.

According to the USB-C specifications, all modern USB-C to USB-A consumer cables should contain this resistor, but not all available cables do.

The appropriate cable can be purchased where mobile phone accessories are sold, both in physical stores and online.

Just remember to check the technical specifications of the cable.

If there are no technical specifications or it doesn't mention a built-in 56 kΩ resistor, it is recommended to refrain from using it.

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.