

Technical Journal Title <b>ICUP - Steering wheel buttons won't tune/seek media</b>		Ref. No. <b>TJ 37091.1.0</b>	
Issuer (Dept.) <b>Technical Service</b>		Issue Date <b>10/24/24</b>	Status Date <b>10/31/24</b>
Car Market <b>United States and Canada</b>	Partner <b>3 US 7510 Volvo Car USA</b>	Function Group <b>3900</b>	
Function Description <b>Media, navigation and communication</b>		Page <b>Page 1 of 2</b>	

## DESCRIPTION:

If the steering wheel buttons or central console switch module is unresponsive when tuning or seeking media, follow the advice under "Service".

## CSC Customer Symptom Codes

Code	Description
1Z	Service/repair/Software update failed
2E	Audio other/Keypad on center console does not work
DO	Audio other/Audio unit (complete) does not work
EV	Audio other/Steering wheel audio controls do not work
XD	Audio other/Audio unit display does not work
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
224							2023-9999		-	202220-999952
225							2023-9999		-	202220-999952
227							2023-9999		-	202220-999952
236							2022-9999		0144000-0999999	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202220-999952
536	ED	E400V6					2021-9999		0000001-0999999	202037-999952
536	EH	E400V8					2024-9999		-	202327-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

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### SERVICE:

To enable media control functionality via the buttons, perform an IHU reload in VIDA. During the reload process (when prompted, confirm that the hardware has been replaced) select "Yes." (Original IHU unit and connected hardware parts remains in the car) This will properly configure the system and restore full button functionality for media adjustments.

IHU = Infotainment Head Unit

### 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 3900.