

Technical Journal Title <b>Slow Response from iCUP Infotainment System after v3.3.16 SW</b>		Ref. No. <b>TJ 37184.1.0</b>	
Issuer (Dept.) <b>Technical Service</b>		Issue Date <b>11/22/24</b>	Status Date <b>11/26/24</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 response from the infotainment system is slow during the following scenarios:

- responding to touch input
- changing views (for instance, when selecting something in menus)
- opening apps (for instance, Maps or Spotify)
- starting navigation

after a SW update to version 3.3.16, follow the advice under 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
224							2023-9999		-	202220-999952
225							2023-9999		-	202220-999952
227							2023-9999		-	202220-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536							2021-9999		-	202037-999952
539							2022-9999		-	202139-999952

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### **SERVICE:**

Do not replace any parts or fault trace. This is not a hardware issue.  
The issue is expected to be resolved within approximately 5 driving cycles.

### **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 needed", use function group 3900.