VOLVO

Volvo Car USA LLC		Technical Journal	
Technical Journal Title ICUP ONE HMI - Issues with some CSD functions		Ref. No. TJ 37171.1.0	
Issuer (Dept.) Technical Service		Issue Date 12/2/24	Status Date 12/5/24
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 4	

Attachment

File Name	File Size
TJ_37171_1.pdf	0.4301 MB

DESCRIPTION:

If the customer reports any of the deviations explained below regarding the new “ONE HMI” (valid only on XC90 vehicles produced on structure week 2024w46 or later), please follow the advice under “service”.

1. After changing settings in the camera-menu in the CSD there is no way to return to previous view.
   Should be a ‘X’ button in the upper left corner. (see page 1 in PDF.file TJ_37171).
2. When the user is prompted and directed to the permissions setting menu, the fonts and formatting do not properly fit the screen, which causes words to be cut off (see page 2 in PDF. file TJ_37171).
3. Within the black bar that shows the recent used apps in CSD, (car functions, camera, Drive modes, etc.) the Google Assistant icon may not be visible and instead show two blank circles. (see page 3 in PDF.file TJ_37171).

CSD = Center Stack Display
ONE HMI = 11 Inch CSD-screen with new format (ONE HMI. version 1.0)
DHU = Display Head Unit

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
2E	Audio other/Keypad on center console 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
256							2025-9999		-	202446-999952

SERVICE:

DO NOT REPLACE any components because of these symptoms, try the possible work arounds below instead.

1. Temporary solution for “settings in the camera-menu” is to use “home button” to go back to settings menu.
2. Temporary solution for “fonts and formatting does not fit properly” is to do a IHU restart (press home button 20 sec.).
3. Temporary solution for “the missing Google Assistant icon” is to use the steering wheel button.

An improved DHU software is planned towards year 2025 quarter 1.

Warranty claim info:

No warranty claim is accepted for this TJ.

VST Operation Number

VST Operation Number	Description
36001-2	Diagnostic trouble codes read / reset / known Diagnostic trouble codes with VIDA
96158-3	Troubleshooting instrumentation: KT

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.

To view TJ attachment continue to next page. This TJ has one attachment.

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1

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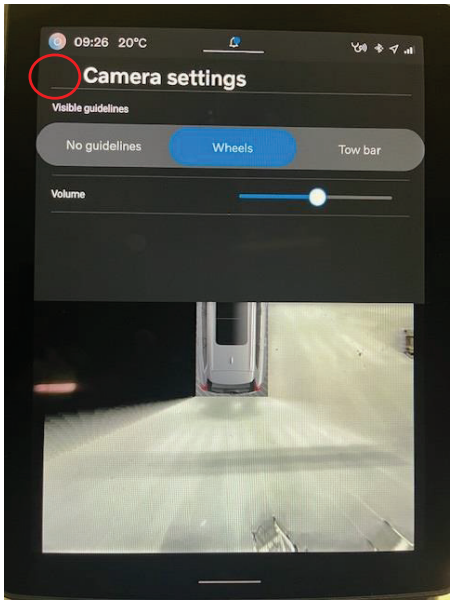

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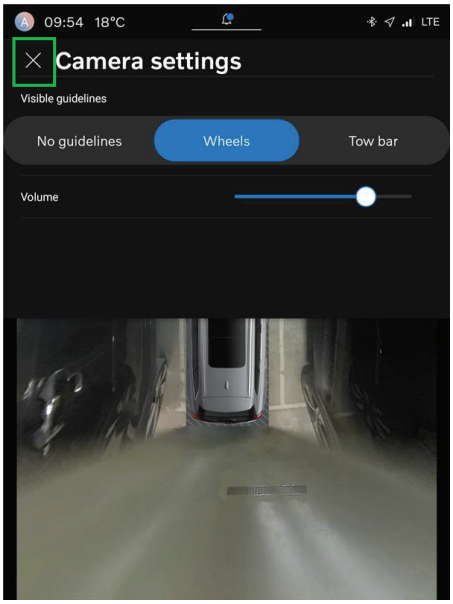

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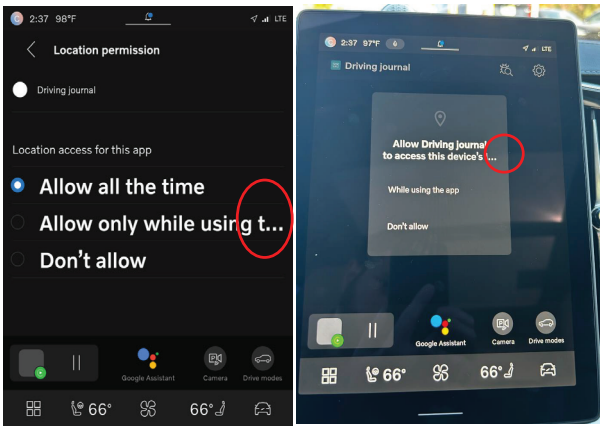

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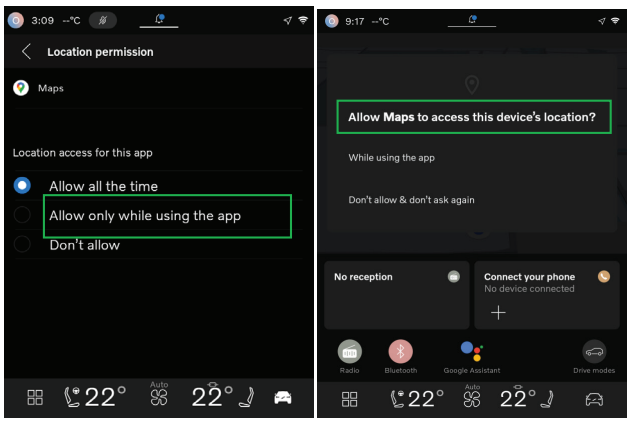

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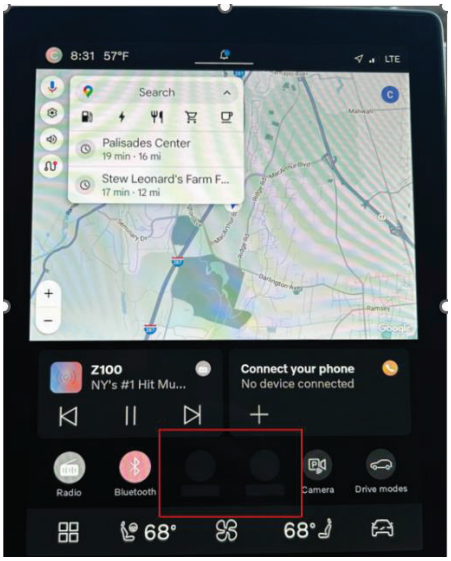
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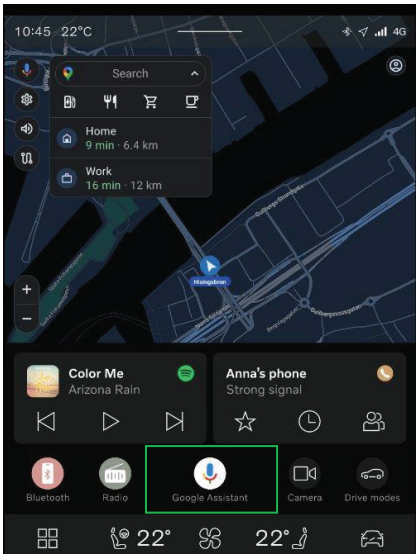
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