

Volvo Car USA LLC
Technical Journal

Technical Journal Title EX30 - Phone Call Poor Sound/Audio		Ref. No. TJ 37395.1.0	
Issuer (Dept.) Technical Service		Issue Date 5/22/25	Status Date 6/10/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3940	
Function Description Communication radio, mobile telephone		Page Page 1 of 1	

DESCRIPTION:

If during a Bluetooth phone call, phone call via Apple Car Play or Android Auto, the caller(s) is experiencing bad/poor sound quality, please follow the advice under service.

CSC Customer Symptom Codes

Code	Description
7J	Cellular phone/Other party cannot be heard/Handsfree
7M	Cellular phone/Other party cannot hear/Handsfree
7S	Cellular phone/Other cellular phone problems
DZ	Cellular phone/Poor reception/coverage
HM	Cellular phone/Other party cannot hear/Unsure when/at all times
KC	Telephony/Microphone 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							2024-9999		-	202336-999952

SERVICE:

Do not replace any microphone hardware. A new software (SW) is planned to be released in the beginning of quarter 3 year 2025.

While waiting for the SW to be released, try to ensure the phone is updated to the latest version of the operating system.

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 3940.