

Volvo Car USA LLC
Technical Journal

Technical Journal Title iCUP IHU - Software Download failure		Ref. No. TJ 37438.1.0	
Issuer (Dept.) Technical Service		Issue Date 7/10/25	Status Date 7/18/25
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_37438_1.jpg	0.1409 MB

DESCRIPTION:

If during a Software Download (SWDL) at the workshop, while connected to VIDA, the CSD (Center Stack Display) turns black and the IHU (Infotainment Head Unit) becomes stuck in programming mode or is unresponsive, follow the advice under "Service".

This TJ concern ICUP vehicles / Vehicles with Variant Designation Number (VDN) Code RP03.

CSC Customer Symptom Codes

Code	Description
ZY	Electrical system/Component electrical system wrong installation/missing
1Z	Service/repair/Software update failed
24	Diagnostic communication/Remote diagnostic connection to vehicle does not work
YF	Graphic information display/Wholly or partly dimmed
DO	Audio other/Audio unit (complete) does not work
XD	Audio other/Audio unit display does not work
DP	Radio/Does not work
52	Remote update/Does not work
IM	Video other/Front screen, poor image quality/no image

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		-	202217-999952
225							2023-2025		-	202217-202426
227							2023-9999		-	202217-999952
236							2022-9999		-	202122-999952

V O L V O

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Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	ED	E400V6					2021-2023		-	202037-202316
536	EH	E400V8					2024-2025		-	202317-202515
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202122-999952

SERVICE:

Follow either procedure depending on the MY (Model Year) of the vehicle.

MY2026- vehicles:

1. Purchase Software Product (SP): **32398270**
2. Verify that the software package contains IHU files, see attached picture "TJ_37438_1.jpg".
If the package only contains two CEM files, then send a TIE report "Support Needed" for assistance to recover the IHU.
3. Download the software package.
4. Now, the IHU and CSD should be recovered. Perform an IHU reload (select "No" for new Hardware).

If the IHU and CSD do not wake up to default session, then send a TIE report "Support Needed" for assistance to recover the IHU. Attach the VIDA vehicle communication logs that contain the software download.

MY2021-2025 vehicles:

1. Purchase Software Product (SP): **32301789**
2. Download the software package.
3. Now, the IHU and CSD should be recovered.

If the IHU and CSD do not wake up to default session, then send a TIE report "Support Needed" for assistance to recover the IHU. Attach the VIDA vehicle communication logs that contain the software download.

Note! If you experience the described SWDL failure on a MY2021-2025 vehicle after installing any of the below IHU part numbers (hardware), **do not** download any of the SPs referenced in this TJ. Instead, please **contact the Technical Support for guidance**.

HW 32413644/36013466
HW 32413645/36013467
HW 32413646/36013468
HW 32413647/36013469

Note! In this TJ, the Operation No. 99923-2 should only be claimed for MY26 vehicles. It is **not allowed** to claim Operation No. 99923-2 for MY 2021-2025 in this TJ.

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.

Failing Part:

- Model Year 2026: Software Product (SP): 32398270
- Model Year 2021-2025: Software Product (SP): 32301789

VST Operation Number

VST Operation Number	Description
99922-2	General Reimbursement acc to TJ
99923-2	General reimbursement acc. to TJ/QB

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.

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

