

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title DHU profile locked and forgotten pin code		Ref. No. TJ 36927.2.0	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3905	
Function Description Display head Unit (DHU)		Page Page 1 of 2	

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If the "Profile lock" has been activated in the DHU (Display Head Unit) settings and the pattern/PIN code has been forgotten, please follow advice under "Service".

CSC Customer Symptom Codes

Code	Description
KE	Touch input/Does not work
KF	Visual driver information/Home button on center console display does not work

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
416							2024-9999	95	0000462-9999999	202336-999952

SERVICE:

The current workaround to reset the Profile and remove the lock is to download SP (Software Product) 80027696.

This will clear the user profile and will need to be setup again.

***Note! Important:** Before downloading the SP, the vehicle must first be updated to the latest Consumer SW version.

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.

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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 3905.