

Technical Journal Title ICUP IHU - Software Download failure		Ref. No. TJ 37438.2.0	
Issuer (Dept.) AFIORINO - Andrew Fiorino		Issue Date 9/11/25	Status Date 9/19/25
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 5	

Attachment

File Name	File Size
TJ_37438_1.jpg	0.1409 MB

Rows beginning with * are modified

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

DESCRIPTION:

If during a Software Download (SWDL) at the workshop, and 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

V O L V O

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202217-999952
225							2023-9999		-	202217-999952
227							2023-9999		-	202217-999952
234							2022-9999		-	202122-999952
235							2022-9999		-	202122-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	EB	E400V23					2025-9999		-	202409-999952
536	EC	E400V5					2022-9999		-	202146-999952
536	ED	E400V6					2021-9999		-	202037-999952
536	EF	E400V2					2022-9999		-	202146-999952
536	EH	E400V8					2024-9999		-	202317-999952
536	EP	E400V16					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	EY	E400V19					2025-9999		-	202417-999952
536	EZ	E400V22					2026-9999		-	202517-999952
536	K7	BK7KERS					2023-9999		-	202222-999952
536	K8	BK8KERS					2023-9999		-	202222-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
536	L3	BL3KERS					2023-9999		-	202222-999952
536	L5	BL5KERS					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 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 "Support Needed" vehicle report 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 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 send a TIE report "Support Needed" for assistance.

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

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.

*The SP software is free of charge and cannot be claimed.

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.

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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.

INFORMATION TO NSC:

There is no Software Product (SP) available for the situation where an IHU 4.2 (introduced in Model Year 2026 vehicles, relevant part numbers listed under "Service") is installed in a vehicle Model Year 2021-2025.

For this scenario, please **do not** download any of the SPs referenced in this TJ. Instead, forward the report to the L2 Central Helpdesk.

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

Advanced Test

Available Installations Order History Order for Independent Dealership

Work List	Upgrades	Hardware Changes	Function Changes	All
Description	Part Number	Size (kB)	Average Installation Time (m)	
*total upgrade	31676056	464091	8	
Pds upgrade	31676059	464091	8	
Service 2.0 upgrade	31676057	464091	8	
Volvo selekt upgrade	31676060	464091	8	

Software Product Script Details

SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: 31687087AA	ECU: CEM,	Address: 1A01
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: [redacted]	ECU: IHU,	Address: 1201
SW p/n: 31684775AA	ECU: CEM,	Address: 1A01

Affected ECUs:
CEM, IHU

An invoice will be created when Install has been selected.
It will be possible to order and install the same software to the same vehicle within 24 hours without getting an additional invoice.

[View Details](#)

Order ID: [redacted]
Order expires in: 30 days

Must be able to manage the power supply while installation is in progress.
Initial power source is connected to the vehicle to guarantee the power supply and voltage level installation sequence.
Cable from the power source to the chassis of the vehicle, and not directly to the battery.
Communication tool connected until VIDA gives information that installation of the software is finished.

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