

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title MY26 ICUP - Red & White pattern or Black Map in DIM		Ref. No. TJ 37507.1.0	
Issuer (Dept.) Technical Service		Issue Date 9/18/25	Status Date 10/2/25
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 3	

Attachment

File Name	File Size
TJ_37507_1.pdf	0.1255 MB

DESCRIPTION:

If the customer reports that the navigation map in the Driver Information Module (DIM) displays a red and white checkerboard pattern or no map (black screen) during driving or at start-up, follow the instructions under "Service" (see attached picture TJ_37507_1.pdf and video [TJ_37507_1.MOV](#)).

DIM = Driver Information Module

IHU = Infotainment Head Unit

CSC Customer Symptom Codes

Code	Description
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
HP	Navigation/Navigation system gives incorrect directions
25	Visual driver information/Traffic information: 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
227							2026-9999		-	202517-999952
236							2026-9999		-	202517-999952
246							2026-9999		-	202517-999952
256							2026-9999		-	202517-999952
536	ER	E400V12					2026-9999		-	202520-999952
536	K9	BK9KERS					2026-9999		-	202517-999952
536	L1	BL1KERS					2026-9999		-	202517-999952
539							2026-9999		-	202519-999952

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SERVICE:

DO NOT REPLACE any components for this issue, most likely it's not a hardware related issue.

We're currently investigating an issue where the navigation map in the driver display may appear as a red and white checkerboard or may not show at all (black screen), either at start-up or while driving.

To temporarily resolve the issue, press and hold the Home button on the center display for 20 seconds to restore the map view.

We're working on an improvement, and this information will be updated as soon as a countermeasure is available.

Warranty claim info:

To have a warranty claim approved for the job described in this Technical Journal (TJ), use the corresponding VST operation number(s) provided.

Please note that fault tracing is not eligible for separate reimbursement under this TJ. Any fault tracing VST operation numbers will be rejected.

Additionally, ensure that the TJ number is clearly stated in the repair order text.

VST Operation Number

VST Operation Number	Description
98801-2	Reimbursement acc. 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 3900.

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

