

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title MY26 ICUP - Unable to Download Third-Party Apps		Ref. No. TJ 37514.1.0	
Issuer (Dept.) Technical Service		Issue Date 9/18/25	Status Date 10/9/25
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 2	

DESCRIPTION:

If a customer complains it is not possible to download third-party apps (only ICUP MY2026 cars affected) follow advice under "Service".

A known issue in MY26 IHU HW version 4.2 can prevent third-party app downloads from the Play Store if the Setup Wizard is not completed properly.

If the Setup Wizard is exited prematurely—such as by pressing the Home button—an issue in the IHU software will block third-party app downloads until the setup is fully completed.

IHU = Infotainment Head Unit

CSC Customer Symptom Codes

Code	Description
ER	App/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					2026-999		-	202520-999952
536	K9	BK9KERS					2026-9999		-	202517-999952
536	L1	BL1KERS					2026-9999		-	202517-999952
539							2026-9999		-	202517-999952

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SERVICE:

To ensure that the third party apps are downloaded correctly, follow the Setup Wizard completely during initial setup. If you continue the setup when prompted, the issue will not occur.

Workaround: If no Setup Wizard prompt appears, create a new admin profile and complete the Setup Wizard. Once finished, the IHU will be correctly provisioned, and third-party apps can be downloaded on all profiles.

A software update resolving this issue is planned for release later this year

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.