

Technical Journal Title <b>CSD Interaction Blocked With an Error Message</b>		Ref. No. <b>TJ 37617.1.0</b>	
Issuer (Dept.) <b>Technical Service</b>		Issue Date <b>12/1/25</b>	Status Date <b>12/5/25</b>
Car Market <b>United States and Canada</b>	Partner <b>3 US 7510 Volvo Car USA</b>	Function Group <b>3930</b>	
Function Description <b>Equipment for entertainment (radio/TV/VC)</b>		Page <b>Page 1 of 2</b>	

## DESCRIPTION:

If the customer is interacting with the CSD and the message “Not available when reversing” appears while the Drive gear is engaged, follow the advice under “Service”.

## CSC Customer Symptom Codes

Code	Description
7G	Text window and warning symbol/Yellow symbol and text message
FB	Text window and warning symbol/Other problems
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
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
416							2024-9999		-	202336-999952

## SERVICE:

**NOTE!** Do not replace any parts or perform any diagnostic fault tracing on this issue. Efforts are already underway to resolve it.

In the meantime, the issue can be temporarily resolved by performing a DHU restart:

Ensure the vehicle is at a standstill with the parking brake engaged (gear selector in “P”). Press and hold both the “Cruise Control Down” and “Volume Down” buttons on the steering wheel simultaneously for approximately 15–20 seconds until the CSD restarts and the Volvo logo appears. This should mitigate the symptom for the concerned drive cycle.

## Abbreviations:

CSD = Centerstack Display

DHU = Display Head Unit

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### **Warranty claim info:**

No warranty claim is accepted for this 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 3930.