

Volvo Car USA LLC
Technical Journal

Technical Journal Title IHU - SWDL failure		Ref. No. TJ 37438.4.0	
Issuer (Dept.) AFIORINO - Andrew Fiorino		Issue Date 3/3/26	Status Date 3/6/26
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, connected to VIDA, the CSD (Center Stack Display) turns black and the IHU (Infotainment Head U 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

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-2025		-	202217-202425
225							2023-2025		-	202217-202426
227							2023-9999		-	202217-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952
536	ED	E400V6					2021-9999		-	202037-999952
536	EH	E400V8					2024-9999		-	202317-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-9999		-	202222-999952
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999			202122-999952

SERVICE:

Follow either procedure depending on the MY (Model Year) of the vehicle.

*MY2021-2025 vehicles (for MY26, see instructions further below):

1. Verify that the IHU is in Programming mode.
With VIDA – Advanced test, put the complete car into Programming mode.
If the IHU does not enter Programming Mode, remove and reinstall the IHU fuse immediately after putting the car into Programming mode with VID the IHU has entered Programming Mode then continue with the next steps.
2. Purchase Software Product (SP): **32301789**.
3. Download the software package.
4. Now IHU and CSD should be recovered.

***NOTE:** If downloading SP **32301789** on MY2021–2025 vehicles does not recover the IHU/CSD, it may be because the IHU hardware has already been replaced with hardware used from MY2026. If this is the case, follow the instruction for MY2026- vehicles.

To confirm if MY2026 hardware is installed in a MY2021-2025, refer to the part number list in the end of this section.

The IHU HW Part No can be found in VIDA under “Software Installation” > “Advanced test” > “IHU” or in TIE under “HW SW Parts”. If TIE is not updated, check the IHU Exchange Part No (used for ordering a new IHU HW).

***MY2026- vehicles:**

1. Verify that the IHU is in Programming mode.
With VIDA – Advanced test, put the complete car into Programming mode.
If the IHU does not enter Programming Mode, remove and reinstall the IHU fuse immediately after putting the car into Programming mode with VIDA. Verify that the IHU has entered Programming Mode then continue with the next steps.
2. Purchase Software Product (SP): **32398270**.
3. Verify that the software package contains IHU files, see attached picture “TJ_37438_1.jpg” If the package only contains two CEM files, **do not download this SP** but continue to step 7.
4. Download the software package.
5. Now IHU and CSD should be recovered, continue to step 8.

If above does not recover the IHU, follow the steps below:

6. If the IHU is unresponsive, repeat step 1 and continue to step 7.
7. Purchase Software Product (SP): **32398264** (This SP is only valid for MY26 hardware, listed below). Note: In some cases download may fail, please retry installing this SP again (up to 3 times if needed).
Note: During installation, progress may appear stuck at 11%. This is expected behavior, the software is still being installed.
8. After the above SP has successfully been installed, continue with the PDS/Total Upgrade.
Afterwards, check if the IHU Certificates are OK. If they are invalid, download “Change Market Certificate” SP.

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 diagnostic contain the software download.

MY2026 or later IHU HW Part No

32413644
32413645
32413646
32413647
32464656
32464657
32464658
32464659

MY2026 or later IHU Exch. (Exchange) Part No

36013466
36013467
36013468
36013469
36011171
36011172
36011173
36011174

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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.


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.

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: 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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