

V O L V O

Volvo Car USA LLC

Technical Journal

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|---|------------------------------------|--------------------------|-------------------------|
| Technical Journal Title Unable to Download Third-Party Apps (Play Store) | | Ref. No. TJ 37514.6.0 | |
| Issuer (Dept.) Technical Service | | Issue Date 4/13/26 | Status Date 04/16/26 |
| 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 2 | |

Rows beginning with * are modified

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

DESCRIPTION:

*VST operation number, vehicle type and service updated

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

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 |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 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 | | | | | | | 2021-9999 | | - | 202037-999952 |
| 539 | | | | | | | 2022-9999 | | - | 202122-999952 |

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SERVICE:

* 5.0.X SW did not resolve this “symptom” as expected and analysis will now continue to find the root cause and provide a better improvement.

Workaround is to perform a “IHU factory reset”.

IHU - Infotainment Head Unit

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.

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

Note, that the TJ number must be stated in the repair order text.

VST Operation Number

| VST Operation Number | Description |
|-----------------------------|--|
| 98818-3 | Calibration/activation with VIDA |
| 98817-2 | DTC readout/reset incl. VIDA connection acc. to 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.