



Technical Journal

TITLE:
Infotainment System Reboots while driving (blank screen)

REF NO: TJ 31295.1.8	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-10-03	STATUS DATE: 2017-10-09
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 3	

“Right first time in Time”

Attachment

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017		-	201617-999952
235							2017-2018		-	201646-999952
236							2017-2018		-	201646-999952
238							2018-2018		-	201646-999952
246							2018-2018		-	201717-999952
256							2016-2018		-	201505-999952

CSC Customer Symptom Codes

Code	Description
2E	Audio other/Keypad on center console does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7N	Navigation/Other navigation problems
HV	Video other/Other video problems

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading



DTC Diagnostic Trouble Codes

Rows beginning with * are modified

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

Text

DESCRIPTION:

* **This TJ supersedes the previous TJ 31295 dated 7/10/2017**

* New software released

CCD = Center Console Display

DIM = Driver Information Module

IHU = Infotainment Head Unit

The customer may report that the infotainment system in the vehicle re-starts or reboots intermittently while driving.

When this happens the CCD and the center area of the DIM will go blank for a few moments and then start back up as if the vehicle has just been started up.

The customer may also notice that the infotainment system is not responding as normal (ex.- long response time) just before this occurs.

When the system reboots, some customer settings may change back to a previous setting (ex.- navi destination, climate settings, radio station, etc.)

Follow the instructions under **Service** to repair this condition.

*New IHU software is available to improve the IHU stability.

SERVICE:

*System reboots have many underlying root causes. Volvo Cars is working to improve and eliminate these root causes. In most cases, replacing IHU hardware will not solve or prevent system reboots. The IHU should only be replaced for this symptom if it is recommended by the Technical HelpDesk and/or a Field Technical Specialist.

* Further improved IHU software is available for download as of **October 2nd, 2017** and can be installed by performing a *Total Upgrade*.

If a customer complains of system reboots, ensure the following:

- The IHU software should be upgraded with the latest software by performing *Total Upgrade* as per TJ 31543. Also check if TJ 32714 applies.
- Make sure any on-board apps are of the latest version by checking for updates in the Download Center in Sensus.



- If possible, ask the customer if the reset(s) occurs while using a particular app or Media source. Follow instructions under Vehicle Report and note which app or Media source the customer was using when the symptom occurred.
- The HelpDesk may request to have log files extracted from the IHU and will provide instructions (see guidelines under Vehicle Report).

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution(s) described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3900.