



# Technical Journal

TITLE:

**Infotainment system switches to FM radio source at random**

<b>REF NO:</b> TJ 32921.1.2	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2017-11-16	<b>STATUS DATE:</b> 2017-11-21
<b>FUNC GROUP:</b> 3900	<b>FUNC DESC:</b> Media, navigation and communication	Page 1 of 2	

“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		-	201617-201709
235							2017-2018		-	201617-201745
236							2017-2018		-	201617-201745
238							2018-2018		-	201710-201745
246							2018-2018		-	201717-201745
256							2016-2018		-	201505-201745

## CSC Customer Symptom Codes

Code	Description
DP	Radio/Does not work
FE	Radio/Setting frequency (station or pre-set) does not work
2P	Satellite radio/Does not work

## VST Operation Number

## 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:

- \* Structure week range updated
- \* Repair information updated

IHU = Infotainment Head Unit

Customer may report that the Sensus infotainment system switches to FM radio source at random while driving.

In most cases it will switch from SiriusXM to FM and usually happens a few moments after start-up.

### SERVICE:

\* This issue is repaired in the latest version of IHU software. This software can be installed by performing a *Total Upgrade* as per TJ 31543

\* The updated software is implemented in production vehicles from structure week 2017w46.

### 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.