Technical Journal

TITLE:

Sensus ICM display black and DTC CEM-U015600 set

REF NO: TJ 25872.11.1	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2018-07-07	STATUS DATE: 2018-08-03
FUNC GROUP: 3919	FUNC DESC: Miscellaneous	Page 1 of 3	

"Right first time in Time"

Attachment

File Name	File Size
ICM TJ25872.jpg	0.0408 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
124							2012-2015		0151001-0184738	201120-201419
134							2011-2015		0000194-0034319	201020-201419
136							2012-2014		0118001-0202917	201120-201419
155							2015-2015		0001147-0214070	201035-201419
156							2011-2015		0175379-0677509	201046-201419

CSC Customer Symptom Codes

Code	Description
DO	Audio other/Audio unit (complete) does not work
FC	Audio other/Other audio problems
XD	Audio other/Audio unit display does not work
DP	Radio/Does not work
IM	Video other/Front screen, poor image quality/no image

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading.
39350-2	Infotainment Control Moduel (ICM) replacing.

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
CEM	U015600	Permanent
CEM	U015600	Intermittent

Rows beginning with * are modified

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Text

DESCRIPTION:

The Sensus 7" ICM display may be completely black at start-up. No backlight or climate information present. No sound or functionality from the Sensus Infotainment system. DTC U015600 is set permanently in the CEM. This DTC may also be set in the CCM and/or DIM.

PRODUCT MODIFICATION:

Analysis has shown that this symptom was caused by a NAND memory chip fault. There was a change to the NAND memory chip type, together with an improved ICM software has been introduced to prevent this symptom. Implemented into production and aftermarket from 2012-05-14 and structure week 2012w20-

ICM - Infotainment Control Module
CEM - Central Electronic Module
CCM - Climate Control Module
DIM - Driver Information Module
NAND - Electronic (solid-state) non-volatile computer storage (memory)
VIDA - Vehicle Information and Diagnostics for Aftersales

SERVICE:

If the above described symptom would occur, with permanently set DTC, please replace the ICM and perform an ICM software reload to solve this symptom. If the DTC is set intermittently and the ICM is possible to recover, the ICM should not be replaced with reference to this TJ. Fault tracing should then be performed as per VIDA symptom based fault tracing and VIDA DTC fault tracing.

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 3919.

To view TJ attachment continue to next page. This TJ has one attachment.