



Technical Journal

TITLE:

In-car apps not working after app version upgrade

REF NO: TJ 32633.1.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-04-12	STATUS DATE: 2017-04-20
FUNC GROUP: 3990	FUNC DESC: Miscellaneous	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							2017-9999		-	201617-999952
235							2017-9999		-	201620-999952
236							2017-9999		-	201646-999952
238							2018-9999		-	201646-999952
256							2016-9999		-	201505-999952

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
EK	Sensus Connected Touch/Does not work

VST Operation Number

DTC Diagnostic Trouble Codes

Text

**DESCRIPTION:**

TuneIn and several other Sensus Connect “in car apps” may not work when updated.

When trying to use the latest version (released 2017 week 12) the customer may receive a message saying there is an update to the app although there really is not. Meanwhile, the app cannot be used.

SERVICE:

In the Download Center, delete the application that has the message from the Installed Applications menu. Re-installing the app from the New Apps screen will fix the issue.

NOTE: If the app does not appear in the New Apps screen after deleting it, submit a *Connectivity* report according to instructions shown in the *Vehicle Report* section below.

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area “Connectivity” and sub concern area “Support Needed”, use function group 3990.