



# Technical Journal

TITLE:

**IHU, scratching electrical noise from sound system after start-up**

<b>REF NO:</b> TJ 34618.6.0	<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> 2019-12-12	<b>STATUS DATE:</b> 2020-01-28
<b>FUNC GROUP:</b> 3930	<b>FUNC DESC:</b> Equipment for entertainment (radio/TV/VC	Page 1 of 2	

“Right first time in Time”

## Attachment

File Name	File Size
<a href="#">TJ 34618.mp4</a>	4.8100 MB

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2020		-	201835-201945
225							2019-2020		-	201817-201945
227							2019-2020		-	201846-201945
235							2019-2020		-	201817-201945
236							2019-2020		-	201817-201945
238							2019-2020		-	201817-201945
246							2019-2020		-	201817-201945
256							2019-2020		-	201817-201945
536							2019-2020		-	201817-201945

## CSC Customer Symptom Codes

Code	Description
8Y	Audio other/Volume changes unexpectedly
FC	Audio other/Other audio problems
FW	Speakers/Crackly sound
FY	Speakers/Distorted sound



## 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:

IHU = Infotainment Head Unit

If the vehicle sound system produces a scratching or screeching electrical noise after start-up, it may be the result of a rare timing issue at start-up, see advice under SERVICE.

For reference of the scratching noise, please open attached mp4 video clip: [TJ 34618.mp4](#)

### SERVICE:

Please do NOT replace any components due to this symptom.

Perform a Total Upgrade in accordance with TJ 31543.

(To reduce the possibility of this symptom, an improved IHU software was released week 49, 2019)

\* Note! The symptom may still appear with the latest IHU software, a second software improvement is under development and is expected to be released mid-June 2020.

This TJ will be updated when the improved software is available.

### Warranty claim info:

To get warranty claims accepted for a job described in this TJ, please use warranty claim data as mentioned in TJ 31543.

### 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 3930.

**This TJ has one sound file.**