



Technical Journal

TITLE:

Echo heard on phone call

REF NO: TJ 35440.5.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-06-15	STATUS DATE: 2021-07-01
FUNC GROUP: 3930	FUNC DESC: Equipment for entertainment (radio/TV/VC	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

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DESCRIPTION:

When using a phone connected to the car’s infotainment system (via Bluetooth, CarPlay, Android Auto, etc.), the caller on the opposite end of the call (landside) may hear an echo when speaking.

See information below under Service.

CSC Customer Symptom Codes

Code	Description
7M	Cellular phone/Other party cannot hear/Handsfree
7S	Cellular phone/Other cellular phone problems
HM	Cellular phone/Other party cannot hear/Unsure when/at all times

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2020		-	201835-202021
225							2019-2020		-	201817-202021
227							2019-2020		-	201846-202021
234							2019-2020		-	201746-202021
235							2019-2020		-	201817-202021
236							2019-2020		-	201817-202021



Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
238							2019-2020		-	201817-202021
246							2019-2020		-	201817-202021
256							2019-2020		-	201817-202021

SERVICE:

*New improved software for above symptom has been released as follows:

- S/V60, V60CC and XC60 = 2021 week 11 (3/15/2021)
- V90, S90, V90CC and XC90 = 2021 week 15 (4/12/2021)

*If there is a customer complaint, ensure that the vehicle has the latest software by performing a software upgrade in accordance with TJ 31543.

* With the improved software, there may still be some momentary “echo”, but only for a few seconds in the beginning of the phone call until the system has adapted the echo cancelling.

Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, please use following data:
 VST OP number:36004-2

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

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.