

Technical Journal

TITLE:

General concerns in IHU on iCUP/Google Infotainment

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|--|--|--|-----------------------------------|
| REF NO: TJ 36082.1.1 | ISSUING DEPARTMENT: Technical Service | CAR MARKET: United States and Canada | |
| PARTNER: 3 US 7510 Volvo Car USA | | ISSUE DATE: 2023-02-13 | STATUS DATE: 2023-02-17 |
| FUNC GROUP: 3900 | FUNC DESC: Media, navigation and communication | Page 1 of 2 | |

“Right first time in Time”

Rows beginning with * are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If any concerns with the IHU occur and the problem remains after a start and stop (ignition) cycle, please follow the information listed in the Service section.

IHU = Infotainment Head Unit

iCUP = Infotainment and Connectivity Unity Program

CCD = Center Console Display

CSC Customer Symptom Codes

| Code | Description |
|------|---|
| 9U | AUX panel/Does not work |
| 6B | Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function |
| II | Cellular phone/Voice control does not work |
| 7N | Navigation/Other navigation problems |
| IJ | Navigation/Voice guidance does not work |
| DP | Radio/Does not work |
| IB | Speakers/Does not work |
| 3J | TV/Does not work |
| 9S | USB unit/Does not work |

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DTC Diagnostic Trouble Codes

Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|---------------|------------------|
| 224 | | | | | | | 2023-9999 | | - | 202222-999952 |
| 225 | | | | | | | 2023-9999 | | - | 202222-999952 |
| 227 | | | | | | | 2023-9999 | | - | 202222-999952 |
| 235 | | | | | | | 2022-9999 | | - | 202122-999952 |
| 236 | | | | | | | 2022-9999 | | - | 202122-999952 |
| 238 | | | | | | | 2022-9999 | | - | 202122-999952 |
| 246 | | | | | | | 2022-9999 | | - | 202122-999952 |
| 256 | | | | | | | 2023-9999 | | - | 202222-999952 |
| 536 | | | | | | | 2021-9999 | | - | 202037-999952 |
| 539 | | | | | | | 2022-9999 | | - | 202139-999952 |

SERVICE:

Do not fault trace or replace any parts before you have performed an IHU-restart.

To do this, press and hold the “Home” button below the CCD for 20 seconds (see attached Video [TJ_36082](#)).

There may be occasions when an IHU-restart needs to be done multiple times in order to get IHU functionality fully up and running again. If still not resolved after a re-start please submit a Vehicle Report.

Warranty claim info:

No warranty claim accepted for a job described in this TJ.

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.

This TJ has one video attachment.