



# Technical Journal

TITLE:

**Audio switches on steering wheel, no function**

|  |  |  |                                   |
|--|--|--|-----------------------------------|
| <b>REF NO:</b><br>TJ 32033.3.1             | <b>ISSUING DEPARTMENT:</b><br>Technical Service      | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>PARTNER:</b><br>3 US 7510 Volvo Car USA |  | <b>ISSUE DATE:</b><br>2018-09-11               | <b>STATUS DATE:</b><br>2018-09-18 |
| <b>FUNC GROUP:</b><br>6414                 | <b>FUNC DESC:</b><br>Steering wheel, control buttons | Page 1 of 3                                    |                                   |

“Right first time in Time”

## Attachment

| File Name        | File Size |
|------------------|-----------|
| TJ 32033.jpg     | 0.0239 MB |
| TJ 32033 SWS.jpg | 0.0455 MB |

## Vehicle Type

| Type | Eng | Eng Desc | Sales | Body | Gear | Steer | Model Year | Plant | Chassis range   | Struc Week Range |
|------|-----|----------|-------|------|------|-------|------------|-------|-----------------|------------------|
| 234  |     |          |       |      |      |       | 2017-2017  |       | 0000350-9999999 | 201617-999952    |
| 235  |     |          |       |      |      |       | 2017-9999  |       | 0000160-9999999 | 201624-999952    |
| 236  |     |          |       |      |      |       | 2017-9999  |       | 0000001-9999999 | 201646-999952    |
| 238  |     |          |       |      |      |       | 2018-9999  |       | 0000278-9999999 | 201646-999952    |
| 246  |     |          |       |      |      |       | 2018-9999  |       | 0000001-9999999 | 201717-999952    |
| 256  |     |          |       |      |      |       | 2016-9999  |       | 0000561-9999999 | 201505-999952    |

## CSC Customer Symptom Codes

| Code | Description   |
|------|---|
| EV   | Audio other/Steering wheel audio controls do not work   |
| 6B   | Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function |
| DQ   | Navigation/Steering wheel navigator controls do not work  |



## VST Operation Number

| VST Operation Number | Description                               |
|----------------------|---|
| 39432-2              | Steering wheel switch module SWSM replace |
| 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:

\*This journal is re-written in its entirety.

If the audio switches on steering wheel has no or intermittent function there may be 2 different causes, see below to determine the cause:

#### Symptom 1:

After using voice command to adjust the climate, the switches for “Forward”, “Back” and “Confirm” on steering wheel audio switch may stop functioning (marked as “1”, “2” and “3” in picture TJ 32033.jpg). The switches for “Speech”, “Open/Close menu” and “volume adjustment” are still operational.

All switches will be operational again if pushing twice on the “Open/Close menu” switch (marked as “4” in picture TJ 32033.jpg).

This is a software issue that was corrected in the Drivers Information Module (DIM) SW released week 19, 2017.

#### Symptom 2:

A connection issue in the steering wheel switches may give intermittent or permanent function loss on any of the audio switches.

### SERVICE:

Corrected structure week for vehicle type 246, changed from 2017 week 46 to 2017 week 17

If the customer complaint matches exactly symptom 1 and the car has not been updated since the improved Software was released week 19, 2017 then perform a Total Upgrade in accordance with TJ 31543.

If the customer complaint does not match symptom 1 or the car has been updated after week 19, 2017 then replace both steering wheel switches and the wires harness in between the switches, see attached picture TJ 32033 SWS.jpg

**See VIDA for part numbers.**

### 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 6414.

**To view TJ attachments continue to next page. This TJ has two attachments.**

