



Volvo Car USA LLC

Technical Journal

<small>Technical Journal Title</small> ICUP - Issues with Touch Functions in Center Stack Display		<small>Ref. No.</small> TJ 36830.1.0	
<small>Issuer (Dept.)</small> Technical Service		<small>Issue Date</small> 2/1/24	<small>Status Date</small> 2/6/24
<small>Car Market</small> United States and Canada	<small>Partner</small> 3 US 7510 Volvo Car USA	<small>Function Group</small> 3900	
<small>Function Description</small> media, navigation and communication		<small>Page</small> Page 1 of 2	

DESCRIPTION:

Note: This TJ is only valid for cars with a CSD that has part number 32250735. This information can be found in VIDA under Vehicle Details -> Hardware and Software -> CSD, or in TIE under Vehicle Info -> HW SW Parts.

If a customer is experiencing issues with the touch commands in the Center Stack Display (Infotainment system), please follow the advice under service.

CSD = Center Stack Display

CSC Customer Symptom Codes

Code	Description
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
KE	Touch input/Does not work

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2024-2024		-	202317-202408
225							2024-2024		-	202317-202408
227							2024-2024		-	202317-202408
236							2024-2024		-	202317-202408
238							2024-2024		-	202317-202408
246							2024-2024		-	202317-202408
256							2024-2024		-	202317-202408
536							2024-2024		-	202317-202408
539							2024-2024		-	202317-202408

SERVICE:

Typically, when this occurs, functionality from the Infotainment system will be available by voice control input, but not by using touch functions on the CSD. The Home button will also be operational. This is due to a software issue in the CSD, which will be solved by a software update planned to be released 2024 week 08. It can temporarily be solved by a 12 Volt reset, or by making the CSD powerless through the fuse box.

Do not exchange any parts due to this issue. Once the software is released in VIDA, this TJ will be updated.

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Warranty claim info:

To get a warranty claim accepted for a job described in this TJ, use the corresponding VST OP number stated in this TJ.

Note that the TJ number must be stated in the repair order text.

VST Operation Number

VST Operation Number	Description
99922-2	General Reimbursement acc. to 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.