

**Volvo Car USA LLC****Technical Journal**

Technical Journal Title MY23+, ICUP - scratchy sound on Premium Sound Audio; AUD faults		Ref. No. TJ 36743.2.0	
Issuer (Dept.) Technical Service		Issue Date 2/1/24	Status Date 2/6/24
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3900	
Function Description Media, navigation and communication		Page Page 1 of 4	

Attachment

File Name	File Size
TJ_36743_1.PNG	0.7902 MB
TJ_36743_1.MOV	0.8558 MB
TJ_36743_2.MOV	1.7897 MB

Rows beginning with * are modified

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

DESCRIPTION:

* CSCs added

If the customer complains about a “scratchy sound” while listening to the audio system, or any other media sound player, and the vehicle has at least 5 of the DTCs listed below (status permanent), please follow the information under SERVICE.

See attached videos for sound reference, scratchy sound [TJ_36743_1](#) and [TJ_36743_2](#).

The affected sound system is: Premium Sound Audio (AUD, VDN : K503) from MY23 (structure week 2023w16 ->)

AUD = Audio Unit Device

VDN = Variant Designation Number

CSC Customer Symptom Codes

Code	Description
DO	Audio other/Audio unit (complete) does not work
FC	Audio other/Other audio problems
DP	Radio/Does not work
FW	Speakers/Crackly sound
FY	Speakers/Distorted sound
IB	Speakers/Does not work

DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
AUD	B154896	Permanent
AUD	B160E11	Permanent
AUD	B1A021A	Permanent
AUD	B1A031A	Permanent
AUD	B1A041A	Permanent
AUD	B1A051A	Permanent
AUD	B1A0611	Permanent
AUD	B1A0612	Permanent
AUD	B1A061A	Permanent
AUD	B1A071A	Permanent
AUD	B1A081A	Permanent
AUD	B1A091A	Permanent
AUD	B1A101A	Permanent
AUD	B1A111A	Permanent
AUD	B1A121A	Permanent
AUD	U102294	Permanent
AUD	B1A011A	Permanent

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-2024		-	202316-202335
225							2023-2024		-	202316-202335
227							2023-2024		-	202316-202335
235							2023-2024		-	202316-202335
236							2023-2024		-	202316-202335
238							2023-2024		-	202316-202335
246							2023-2024		-	202316-202335
256							2023-2024		-	202316-202335

SERVICE:

If the symptom is confirmed, the sound matches the files, and the DTCs from the list are valid, replace the AUD-unit.

Please ensure replacement part (AUD) contains a serial number higher than 006076008
(see TJ_36743_3 for location of serial part number).

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.

Failing Part:

AUD P/N according to VIDA

VST Operation Number

VST Operation Number	Description
39020-2	Audio Module (AUD) Replace
36004-2	Software Control Module Downloading
36002-3	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 3900.

To view TJ attachments continue to next page. This TJ has one attachment and two sound files.

