VOLVO

Volvo Car USA LLC		**Technical Journal**	
Technical Journal Title		Ref. No.	
ICUP CSD stuck and ends up in Recovery mode		TJ 36555.7.0	
Issuer (Dept.)		Issue Date	Status Date
Technical Service		3/5/24	3/14/24
Car Market	Partner	Function Group	
United States and Canada	3 US 7510 Volvo Car USA	3900	
Function Description		Page	
Media, navigation and communication		Page 1 of 4	

Attachment

File Name	File Size
TJ_36555.PNG	0.2308 MB
TJ_36555_2.PNG	0.4893 MB

Rows beginning with * are modified
Note! If using a printed copy of this Technical Journal, first check for the latest online version.

DESCRIPTION:

If the Center Screen Display (CSD) is stuck in Android "Recovery mode" (see attached picture TJ_36555), and the below symptoms are present, please follow advise under "Service".

Symptoms that may be present:

- CSD stuck and shows dead robot on screen (see attached picture TJ_36555_2)
- Cannot communicate with IHU, CSD, AUD

CSD = Center Screen Display
IHU = Infotainment Head Unit
AUD = Audio Unit Device

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

VOLVO

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202220-999952
225							2023-9999		-	202220-999952
227							2023-9999		-	202220-999952
236							2022-9999		0144000-0999999	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202220-999952
536	ED	E400V6					2021-2023		0439208-1992980	202037-202316
536	K9	BK9KERS					2023-2023		-	202222-202316
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

SERVICE:

Analysis is still ongoing to determine the root cause, and find a countermeasure for this "Recovery Mode".
If the workshop or customer knows how to reproduce this error, please mention that in the "Vehicle Report" so we can prepare for a "bug report".

To resolve this "Recovery Mode / Dead Robot" please follow the instructions in the attached movie (TJ_36555_3).
If this instruction does not resolve the "recovery mode" please perform a reload of IHU-SW.

*Warranty claim info:

To get 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 repair order text

VST Operation Number

VST Operation Number	Description
36004-2	Software control module downloading

VEHICLE REPORT:

*Yes, please submit a Vehicle Report if the problem is **reproducible**. 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 two attachments.

No command

TJ_36555_2