



Technical Journal

TITLE:

Reporting Alleged issues with Intellisafe functionalityREF NO:
TJ 35557.2.0ISSUING DEPARTMENT:
Technical ServiceCAR MARKET:
United States and CanadaPARTNER:
3 US 7510 Volvo Car USAISSUE DATE:
2021-02-10STATUS DATE:
2021-02-15FUNC GROUP:
3872FUNC DESC:
Collision avoidance**Page 1 of 3****“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:

This Technical Journal is a complement to already available information in the owner's manual and technical training regarding Intellisafe.

CSC Customer Symptom Codes

Code	Description
1R	Front monitoring/Active safety/Lane Departure Warning does not work
1S	Front monitoring/Active safety/Driver Alert Control does not work
1W	Front monitoring/Active safety/Collision warning with brake support does not work
1X	Front monitoring/Active safety/Adaptive cruise control does not work
2F	Front monitoring/Active safety/City Safety does not work
2G	Front monitoring/Active safety/City Safety no activation
2H	Front monitoring/Active safety/City Safety false activation
1T	Warning lights and chimes/Front monitoring/Active safety indication/no indication
2V	Technician information/Software/Vehicle communication/Not for warranty use

DTC Diagnostic Trouble Codes



Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-9999		-	201835-999952
225							2019-9999		-	201817-999952
227							2019-9999		-	201846-999952
234							2017-2017		-	201617-201716
235							2017-9999		-	201624-999952
236							2017-9999		-	201646-999952
238							2017-9999		-	201646-999952
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952
536	ED	E400V6					2021-9999		-	202037-999952
536							2019-9999		-	201746-999952

SERVICE:

For customer claims of Intellisafe system issues, please inform the owner of Intellisafe functionality and limitations.

The Owner's Manual is a good source of information together with films contained within the on-board Owner's Manual about Intellisafe.

Please note

The driver is always responsible that the vehicle is driven safely in traffic and that applicable laws and regulations are followed.

IntelliSafe – driver support and safety

IntelliSafe is the Volvo Cars concept for car safety.

IntelliSafe comprises a number of systems, whose purpose is to make a journey safer.

WARNING

Intellisafe functions are supplementary aids - they cannot handle all situations in all conditions.

The driver always bears responsibility that the vehicle is driven safely and that applicable road traffic rules and regulations are followed.

To report alleged issues with these systems, please see information under "Vehicle Report".

Warranty claim info:

No warranty claim accepted for a job described in this TJ

VEHICLE REPORT:

If you would like to inform Volvo Cars quality department of alleged issues, please submit a TIE Vehicle Report:

Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3872.



Please include the following information and documents if you need to submit a report:

1. XC40 P8 Recharge (BEV) ONLY:

Do not perform any software downloads to the vehicle before the readout!

1. Go to VIDA “Software Installation”.
2. Enter SP 32292641 in the box for “Manual Order” and click on “OK”.
3. After a few moments, the script will start. If there are available events, the scripts will indicate as such.
4. Start the readout.
5. After readout is completed, collect the VIDA logs and attach to the TIE report:

You will find the log files for the readout by pasting the path: C:\USERS\Public\ into the address field in Windows Explorer on the VIDA computer that you used.

- The log file is the one with this name: “VIDA_EventReadout_[VIN number]_[readout date]_UTC_[readout time].txt “

- For example: VIDA_EventReadout_YV1XZEDVEM2449875_2021-01-19_UTC_11.34.07.txt

2. ALL vehicles:

Answer the following questions before sending in the Vehicle report:

- Ask the customer to give as detailed description as possible of the scenario.
- When did the event happen? (Date and approx. time):
- Where did the event happen? (GPS position/city & state, Road name, Parking lot, City driving, country road, highway, etc.):
- How was the road environment? (With/without mid-divider, broad/narrow shoulder, oncoming traffic)
- How was your car positioned? (Several lanes, Right, left, middle lane)
- What were the circumstances? (Normal driving, passing/overtaking someone, approaching intersection)
- How was the car being driven? (Speed, cruise control, ACC/Pilot Assist)
- From which speed and how much did the car slow down?
- Was there any message in DIM after the auto-braking event?
- Describe the surrounding traffic flow (e.g. trucks, cars, pedestrians)
- Describe the weather situation (e.g. rain, snow, clear, foggy)
- Describe the light conditions (e.g. dusk, dawn, dark, sunny, street lights)
- Describe the vehicle response (e.g. light, sound warning, steering or brake intervention)
- Any other useful information about the event?

Read out the DTC's from the car and attach a VIDA log to the report.

IMPORTANT: For Volvo to be able to use customer information, please fill in and attach the customer agreement found in TJ 28941.

BEV = Battery Electric Vehicle