



Technical Journal

TITLE:

False alarm triggered by Interior Motion Sensor (IMS)

REF NO: TJ 35792.3.0	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2021-02-04	STATUS DATE: 2021-02-16
FUNC GROUP: 3662	FUNC DESC: Burglar alarm equipment	Page 1 of 2	

“Right first time in Time”

Rows beginning with * are modified

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DESCRIPTION:

If alarm is triggered by Interior Motion Sensor (IMS), usually during charging of the battery when the cooling fan starts, please follow advice under “Service”.

If possible, answer the following questions:

- How often does the customer experienced the problem?
- How long does it usually take from parking the car to triggering of the alarm?
- How were the weather conditions? Hot, cold, rainy, ...?

SP = Software Product

P/N = Part Number

CMQ = Current Model Quality

CSC Customer Symptom Codes

Code	Description
KH	Alarm/False alarm

DTC Diagnostic Trouble Codes



Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	ED	E400V6					2021-2099		0000001-9999999	202037-209952

SERVICE:

Do not replace any parts or perform fault tracing for this symptom.

Root cause is under investigation.

Temporary solution is to deactivate the Interior Motion Sensor:

In VIDA “Software Installation” tab: Download SP P/N 32292645 (“CMQ IMS REMOVE FIX”) by clicking on the “Manual order” text and then entering the P/N in the pop-up box

Warranty claim info:

To get warranty claim accepted for a job described in this TJ, please use following data:

VST OP number: 36004-2.

VST Operation Number

VST Operation Number	Description
36004-2	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 3662.