

V O L V O

Volvo Car USA LLC

Technical Journal

Technical Journal Title Reporting Alleged issues with IntelliSafe functionality		Ref. No. TJ 36048.3.2	
Issuer (Dept.) Technical Service		Issue Date 7/24/25	Status Date 7/30/25
Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3872	
Function Description Collision avoidance		Page Page 1 of 5	

Attachment

File Name	File Size
TJ_36048_IntelliSafe Event Questionnaire.pdf	0.0740 MB

Rows beginning with * are modified

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

DESCRIPTION:

*NOTE: This TJ supersedes TJ 35557 dated 2/10/2021

**The vehicle types are updated.*

**Updated information under Vehicle Report and added attachment*

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

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

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Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-2025		-	201835-202425
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							2018-9999		-	201646-999952
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952
356							2025-9999		-	202417-999952
416							2025-9999		-	202336-999952
536							2018-9999		-	201746-999952
539							2022-9999		-	202122-999952

SERVICE:

Please inform the car user of IntelliSafe functionality and limitations in case of alleged issues with IntelliSafe.

The owner's manual is a good source of information together with films in the owner's manual in the car center screen about IntelliSafe.

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 car journey safer, to prevent injuries and to protect passengers and other road users.

WARNING

The 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.

If you would like to inform Volvo Cars central quality department of alleged issues, please see information under "Vehicle Report".

Warranty claim info:

No warranty claim accepted for a job described in this TJ.

VEHICLE REPORT:

Yes, please submit a Vehicle Report using the concern area "Vehicle Report" and the sub-concern area "Support needed." Use function group 3872.

NOTE:

- **Do not download any software before completing the steps in this TJ!**
- **Do not perform additional tests before completing the steps in this TJ!**
- ***For all cars, please fill out the incident report and customer agreement form in TJ 28941 to allow retrieval/use of customer information.**

*The attachment *TJ_36048_IntelliSafe Event Questionnaire* should be used to collect as much pertinent information about the customer experience as possible.

All vehicles will require a remote support session to retrieve event data from SRS and ASDM/HPA modules. Please consider the following requirements prior to the remote session:

- The approximate time for a remote session is about 1 hour.
- Please ensure VIDA is connected to the vehicle via P2P (ethernet cable), a battery maintainer is connected, and the user has full admin rights.
- The VIDA language should preferably be set to English for the remote session.

SRS = Supplement Restraint System
ASDM = Active Safety Domain Master
HPA = High Performance processor A

To view TJ attachment continue to next page. This TJ has one attachment.

IntelliSafe Event Questionnaire

1. When did the event take place
(date and time)

2. What was the vehicle's response
(ex. light, sound, steering or brake intervention, driver information messages)

3. Where did the event happen?
(GPS position/city & state, Road name, Parking lot, City driving, country road, highway, etc.)

4. Did it occur once or multiple times?

5. If multiple, same or different locations?

6. If it is the same location, can it be reproduced?

7. Any notable objects at this location?
(parking garage, toll booth, gate/boom, cars on shoulder, highway, barrier)

8. Describe the road environment?
(Parking lot, with/without divider, broad/narrow shoulder, oncoming traffic, houses or other objects)

9. How was the car positioned on the road?
(ex. right/left/middle lane, several lanes/lane change)

10. What were the circumstances?

(normal driving, passing/overtaking, approaching intersection)

11. How was the car being driven?

(At what speed? Basic or adaptive cruise control, Pilot assist, etc.?)

12. Which timing/distance to lead car setting in instrument cluster was selected?

(if using adaptive cruise or pilot assist)

13. Describe the surrounding traffic flow.

(trucks, pedestrians, cyclists, objects, etc.)

14. Describe the weather conditions.

(rain, snow, clear, fog, etc.)

15. Describe the light conditions.

(dusk, dawn, dark, bright, direct sun to camera, street lights, overcast, etc.)

16. Please include any other relevant or useful information that was noticed at the time of the event