

Preview Solution CBR-2172-7

No Start Condition After Over The Air Programing - VECU5 No Start "Safe State"

Published 19 March 2026

Valid for

Volvo Chassis - All models

Mach Chassis - All models

Model year - 2021 to present

When an OTA (Over-The-Air) job starts to program the VECU blocks the starter relay out, if the job ends in a Critical failure, the vehicle will remain in Safe State. This means that the starter will not be possible to engage, and the engine can't be cranked. To exit safe state see steps below.

1. Go to the Diagnose tab in Premium Tech Tool (PTT)

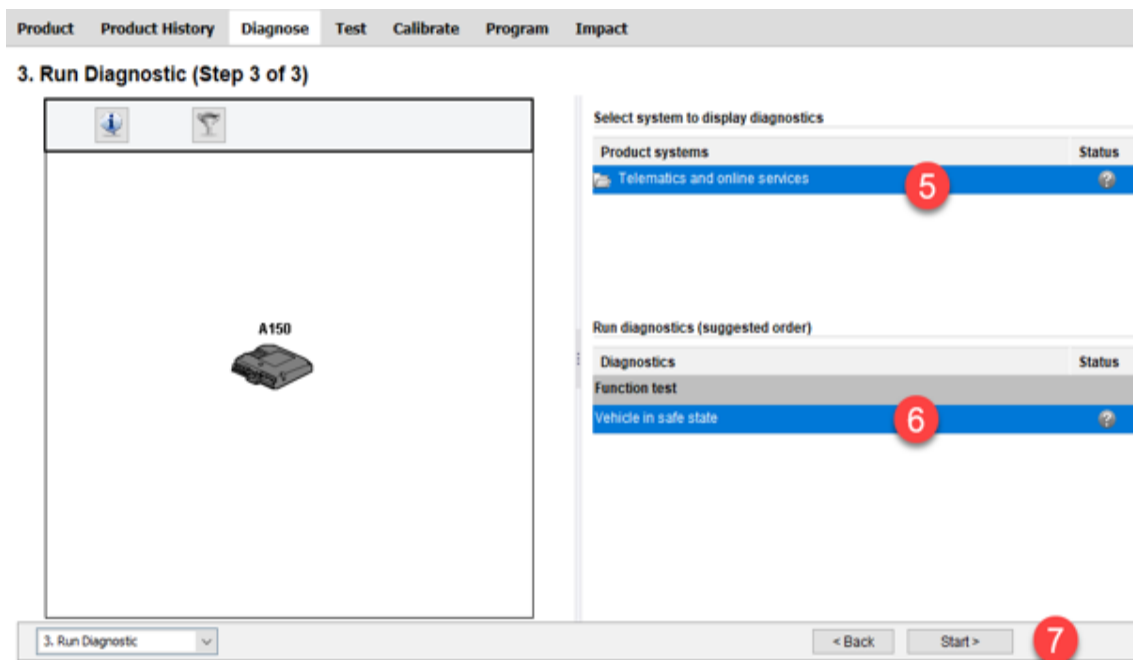
1. View DTC information (Step 1 of 3)

The screenshot shows the PTT interface with a message: "No Connection to Product. The product is not connected to the computer. Click Edit List to manually add DTCs." Below this is an "Edit list..." button. A table titled "DTC List (0 Items)" is shown with columns: Control Unit, DTC, Status, Count, First occurrence, and Last occurrence. At the bottom, there is a navigation bar with a dropdown menu set to "1. View DTC information" and a "Continue >" button highlighted with a red box.

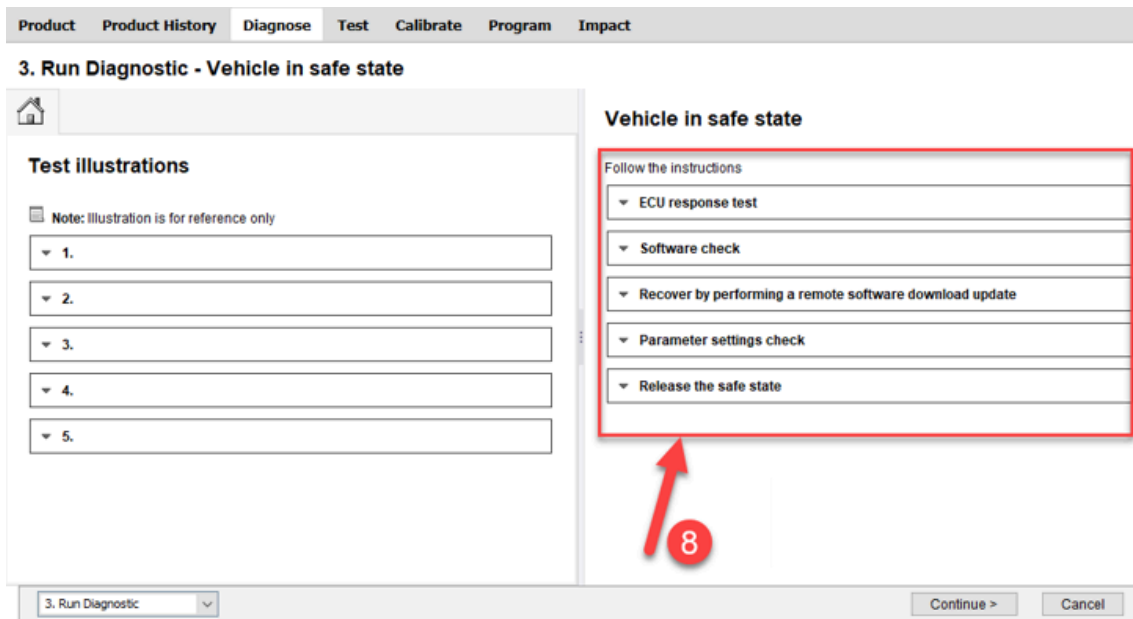
2. Select Telematics and Online Services



- 3. Click Release the safe state.
- 4. Click OK, then continue at the bottom. Click continue on the DTC page (Step 2/3)
- 5. Under product systems - Select Telematics and online services

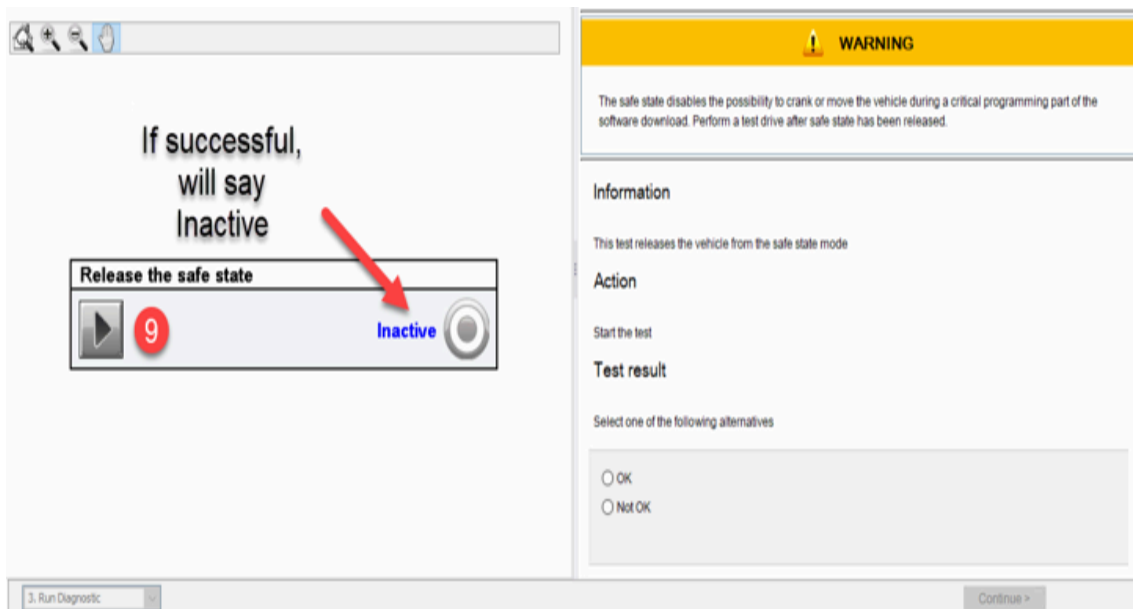


- 6. Under diagnostics - select vehicle in safe state
- 7. Click start
- 8. Follow the steps on the right side of the screen. If everything checks out ok release safe state at the last step.



9. On the last page with the warning, click on the play button under the Release safe state header.

If the release was successful the status will show **Inactive**.



For VN (4), AN (4), PR please follow instructions below:

1. Conect to PTT and proceed to Test tab, select operation 3011-09-03-02 Safe State, Release

Test
Select an operation and click Start

- 1 - Service and maintenance
- 2 - Engine, Engine mounting and equipment
- 3 - Electrical system and instruments
 - 3011-09-03-02 Safe state, Release**
 - 3110-05-03-01 Battery Status Data
 - 3600-08-03-01 Flexible Switches
 - 3646-06-02-01 Lamp Switch
 - 3646-08-03-05 Lever Switch High Beam / Low Beam
 - 3646-08-03-06 Stalk Switch Direction Indicator
 - 3649-08-03-10 Steering Wheel Buttons
 - 3649-08-03-17 Wiper Stalk
 - 3651-08-03-02 Ethernet connectivity
 - 3662-08-03-05 Key Counting
 - 3711-08-03-02 Wiggle wire
 - 3711-08-03-03 Data Links, Fault Tracing with Oscilloscope
 - 3810-08-03-01 Instrument cluster
 - 3810-08-03-02 Gauge Checks, Instrument Cluster
 - 3839-08-03-01 Calibration Number
 - 3845-08-03-01 Brake contacts
 - 3929-08-03-01 Audio unit
 - 3970-08-03-02 Telematics System, GPS
 - 3982-08-03-01 Emergency call button
 - 3989-08-03-02 Telematics Connectivity, Check and Activation
 - 3989-21-03-01 Telematics system, remote software download, repair
 - 3646-08-03-08 Driver/passenger door control panel
 - 3982-08-03-02 Assistance button, test
 - 3690-08-02-02 Wireless Sensor Gateway System (WSGW), Test
- 4 - Transmission
- 5 - Brakes
- 6 - Axles, suspension and steering
- 7 - Frame, springs, shocks and wheels
- 8 - Body, cab and interior

Chassis ID: NR 689555 VIN: 4V4BC9EG7SN689555 Work Order: 444848

2. Click the play button under Release the safe state.

3011-09-03-02 Safe state, Release

Simulation

Information >> Conditions >> Execution

WARNING

The safe state disables the possibility to crank or move the vehicle during a critical programming part of the software download. Perform a test drive after safe state has been released.

Information

This test releases the vehicle from the safe state mode

Action

Start the test

Evaluation

The safe state is deactivated

| Icons | Description |
|-------|-------------|
| ⊖ | Inactive |
| ⊕ | Active |

Test result

Select one of the following alternatives

- The safe state is deactivated
- The release of the safe state failed and it is still active

Continue >>

3. After the operation is completed, the blue circle will turn gray and say inactive.

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Continue >

Related links and attachments

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