



# Technical Journal

TITLE:

**Voice Control Database Upgrades**

<b>REF NO:</b> TJ 33211.7.1	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2019-11-19	<b>STATUS DATE:</b> 2019-11-21
<b>FUNC GROUP:</b> 3930	<b>FUNC DESC:</b> Equipment for entertainment (radio/TV/VC	Page 1 of 5	

“Right first time in Time”

## Attachment

File Name	File Size
TJ 33211_1.jpg	0.0343 MB
TJ 33211_2.jpg	0.0790 MB
TJ 33211_3.jpg	0.0603 MB

## 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							2017-9999		-	201617-999952
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							2018-9999		-	201746-999952

## CSC Customer Symptom Codes

Code	Description
2V	Technician information/Software/Vehicle communication/Not for warranty use



## VST Operation Number

VST Operation Number	Description
39742-2	Voice control USB-upgrade IHU

## DTC Diagnostic Trouble Codes

Rows beginning with \* are modified

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

## Text

### DESCRIPTION:

\*Added note regarding “File Could Not Be Read...” message under Service

IHU = Infotainment Head Unit

VIDA = Volvo Information and Diagnostics for Aftersales

PDS = Pre-Delivery Service

The voice control system on the above referenced models is continuously being improved. At PDS and when attempting to diagnose a customer concern regarding voice controls not working or responding properly, make sure the vehicle has the latest IHU software and voice control database installed. See instructions under Service.

### SERVICE:

An improved voice control database, version 32141802AA, was released for download in October, 2019.

To ensure optimized functionality, please install this voice control database to cars at PDS and when addressing a customer concern regarding voice controls.

The same voice control software will be present in production vehicles from structure week 201946..

To read out which database is installed in the vehicle, connect with VIDA and read out the IHU parameter “Speech DB Part number - IHU”

The database and installation instructions can be found at <http://volvo.custhelp.com>.

### Tips for successful download

\***IMPORTANT NOTE:** A message indicating “*File Could Not Be Read, A Newer version is already installed*” **can be ignored**. Wait for the on-screen pop-up message and accept it when it appears.

- Improvements to the internal Voice Control installation/download process have been implemented with the latest IHU software. It is *highly* recommended that *Total Upgrade, Service 2.0*, or *PDS* software be performed (see TJ 31543) **BEFORE** attempting to upgrade the Voice Control software. The latest IHU software is included in these packages.

- Among the changes/improvements is the inclusion of a download progress indicator that can be found on the Settings pull-down menu (see attachment TJ 33211\_1.jpg, TJ 33211\_2.jpg ).



- Note that it may take 3 - 5 minutes until the voice control software will start to install, as it needs to verify the software prior to installation.
- The Voice Control database file should be downloaded to the car during one ignition cycle without any interruptions.  
DO NOT remove the USB memory stick until the software has been fully downloaded and the “Voice control database has been installed” message is present in the Settings pull-down menu (attachment TJ 33211\_3.jpg).  
At this point, shut the ignition off, remove the USB, then close and lock the vehicle for ~3-5 minutes before checking voice control operation at the next ignition cycle.
- An incomplete voice control software installation will block later map software updates.
- A good quality USB flash drive is recommended with the following specifications:
  - 4+ GB of storage space
  - USB 2.0 or 3.0 will work
  - Name-brand drives such as Verbatim, PNY, and SanDisk have been tested successfully.
  - Volvo USB part number 9513060 works well as does the aftermarket equivalent: *Verbatim Store ‘N’ Go V3* flash drive
- For best results, the voice database file should be the only file on the flash drive.

### **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 3930.

**To view TJ attachments continue to next page. This TJ has three attachments.**



TJ 33211



