Technical Journal

TITLE:

Voice Control Database Upgrades

REF NO: TJ 33211.2.3	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada

PARTNER: 3 US 7510 Volvo Car USA	ISSUE DATE: 2019-04-29	STATUS DATE: 2019-05-03

FUNC GROUP: 3930	FUNC DESC: Equipment for entertainment (radio/TV/VC	Page 1 of 4

"Right first time in Time"

Attachment

File Name	File Size
TJ 33211.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		-	201817-999952
234							2017-2017		-	201617-201716
235							2017-9999		-	201624-999952
236							2017-9999		-	201646-999952
238							2018-9999		-	201710-999952
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952
536							2019-9999		-	201746-999952

CSC Customer Symptom Codes

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

VST Operation Number

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:
* *New voice database released 4/15/2019*
* *Type 227 added*

IHU = Infotainment Head Unit
VIDA = Volvo Information and Diagnostics for Aftersales
PDS = Pre-Delivery Service

This TJ replaces TJ 32185 dated 7/19/2017

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 voice control database installed.

SERVICE:
*An improved voice control database, version *31494214AC*, was released for download week 16, 2019. To ensure optimized functionality, please install this voice control database to cars at PDS and when addressing a customer concern regarding voice controls.

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/app/answers/detail/a_id/9765.

NOTE! The Voice control software should be downloaded 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.jpg). At this point, shut the ignition off, remove the USB, close and lock the vehicle for ~3 minutes.

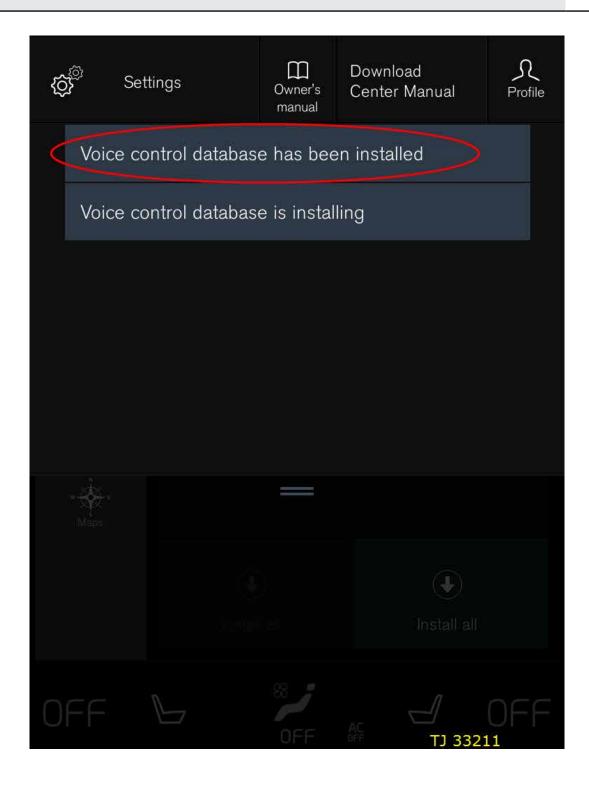Check the voice control operation at the next ignition cycle.

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