VOLVO CAR
SERVICE AND PARTS BUSINESS

Technical Journal

TITLE:
Voice Recognition Database Upgrades

REF NO: TJ 32185.1.2	ISSUING DEPARTMENT: Technical Service	CAR MARKET: United States and Canada	
PARTNER: 3 US 7510 Volvo Car USA		ISSUE DATE: 2017-07-18	STATUS DATE: 2017-07-27
FUNC GROUP: 3900	FUNC DESC: Media, navigation and communication	Page 1 of 5	

"Right first time in Time"

Attachment

File Name	File Size
TJ 32185_1.jpg	0.0772 MB
TJ 32185_2.jpg	0.0548 MB

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
234							2017-2017		-	201617-201709
235							2017-9999		-	201617-999952
236							2017-9999		-	201617-999952
238							2018-9999		-	201710-999952
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952

CSC   Customer Symptom Codes

Code	Description
II	Cellular phone/Voice control does not work
IJ	Navigation/Voice guidance does not work

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:
* Vehicle types added: 235, 236, 238, 246
* Note under service about loading procedure
* Labor operation added

IHU = Infotainment Head Unit
VIDA = Volvo Information and Diagnostics for Aftersales
SPA = Scalable Product Architecture
PDS = Pre-Delivery Service
SPJ = Service Product Journal

As of 11/28/2016 a voice recognition speech database file will no longer be included with the latest map upgrade for SPA vehicles (SPJ 29181) and **must be downloaded separately from the maps**.

When performing PDS or diagnosing any voice control issue, always ensure that the latest speech database file is installed in the IHU. See instructions under *Service*.

SERVICE:
The latest voice control database can be downloaded and installed by following the instructions at the link below:

http://volvo.custhelp.com/app/answers/detail/a_id/9765

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 speech database file will be upgraded twice per year in May and November. The link above will always lead to the latest version of the file.

Once downloaded, the speech database can be copied onto your map upgrade USB flash drive to allow both to be upgraded using the same flash drive.
* However, since maps are updated more frequently it may be easier to maintain separate USB sticks.

*NOTE: Once loading from the USB to the car is complete, the message *"Voice Control Database has been installed"* will be shown in the *Settings* drop-down (see attached photo TJ 32185_1). Always confirm this before proceeding.
At this point, **DO NOT remove the USB**. Shut the car off and lock it for approximately **3 minutes** before re-starting. This will allow the IHU to boot up with the new database. **Removing the USB beforehand can cause the voice control system to become inoperative.**

Once the car is re-started, there should be a message pop-up indicating that the voice control database is already installed (See attached photo TJ 32185_2). It is safe to remove the USB at this point.

VEHICLE REPORT:
Not required.

To view TJ attachments continue to next page. This TJ has two attachments.