

Technical Journal Title Google Assistant - Troubleshooting Guide		Ref. No. TJ 37003.1.1	
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Car Market United States and Canada	Partner 3 US 7510 Volvo Car USA	Function Group 3900	
Function Description Media, navigation and communication		Page Page 1 of 13	

Attachment

File Name	File Size
Fault tracing of Google Assistant.docx	0.5320 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 only applies to vehicles with Google built-in / iCUP / Android Automotive (Only US English language)

If the customer experiences issues with Google Assistant Voice Commands, please see the advice under "Service".

CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
II	Cellular phone/Voice control does not work

DTC Diagnostic Trouble Codes

Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202222-999952
225							2023-9999		-	202222-999952
227							2023-9999		-	202222-999952
236							2022-9999		-	202122-999952
238							2022-9999		-	202123-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202222-999952

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Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	ED	E400V6					2021-2023		-	202037-202316
536	EH	E400V8					2024-9999		-	202327-999952
536	ER	E400V12					2024-9999		-	202317-999952
536	K9	BK9KERS					2023-2023		-	202222-202316
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202142-999952

SERVICE:

If the customer receives one of the following responses from Google Assistant, there may be an issue with Google Assistant Voice Commands:

- “oops, something went wrong”
- “I’m sorry, I didn’t quite get that”
- “Can’t reach the internet. Trying offline.”

Please note: There are additional responses that could point towards an issue with Google Assistant.

As a first step, please ensure the vehicle has the most up-to-date Google Assistant application version. Please see the attached “Fault tracing of Google Assistant” document for method of looking up Google Assistant version. If outdated, Google Assistant can be updated through the Google Play Store.

If the issue persists on the most recent Google Assistant version, please utilize the attached “Fault tracing of Google Assistant” document as an initial reference for troubleshooting, and follow the “Tips & tricks” section for next steps.

In addition, for Google-specific issues please submit feedback to Google through the “Send feedback to Google” feature in the vehicle. Please reference TJ 36657 for instruction on how to use this feature.

Warranty claim info:

No warranty claim is accepted for this TJ. TJ is just for informational purposes.

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 needed”, use function group 3900.

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

Fault tracing of Google Assistant

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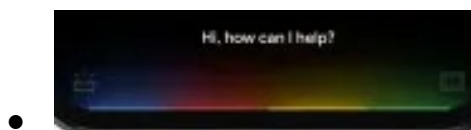
[gToS](#)

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Google Assistant

When the Assistant is triggered, a so-called voice plate shows up showing the state of the Assistant and a transcription of what the user has said.

The state of the Assistant is indicated by a coloured bar in the bottom of the voice plate:



- When the Assistant is listening to the user input the colors are animated. When it stops listening (i.e the microphones turn off) the animation stops and the colors are static.

Earlier, the appearance was different, Google is rolling out the new design in steps so both designs may co-exist for a while. This is the old design:



- The Assistant is processing the question from the user, or is speaking. The microphones are not activated, meaning that it will not listen to any user input.



- The bars are moving up and down, meaning that the Assistant is listening to the user input.



- The voice plate shows a transcription of what it heard from the user.

- Add voice plate with yellow and red bar

Troubleshooting

The Assistant can't be triggered, i.e the voice plate does not show up

Try other possible ways of triggering it:

- by voice (Hey Google/Ok Google)
- by pressing the speech button on the steering wheel
- by tapping the microphone icon on the center display

If one of them works, try it a couple of times more and then try again with the method that didn't work and see if it's ok now.

The voice plate shows but there is no transcription

The Assistant seems to be listening (i.e the voice plate shows the coloured bar) but there is no transcription of the user utterance and the Assistant is not saying anything.

- The bar should be moving while the user is speaking. If it's not, it means that the Assistant is in listening state but the microphones are not activated for some reason. To test the functionality of the microphones, pair a phone and initiate a phone call. If the receiver can't hear anything it's the microphones that are not working.

There is a mix of languages

The Assistant might reply in another language than the user is speaking, or mix the languages while speaking.

- Make sure that the language settings in Settings/System/Languages and Settings/Google/Google Assistant/Languages are matching.

Tips & tricks

There are a few things to try to get the Assistant up and running again.

Reboot the IHU

Do a reboot of the IHU by pressing and holding the home button of the center display for 20 seconds. The CSD will go dark and then start up again showing the Volvo logo. Possibly, this restart needs to be done a couple of times.

Change profile

Log out from the active profile and switch to another one. If the Assistant works as intended in the other profile, switch back to the first one. If it still doesn't work, delete the failing profile and create a new one.

Restart Google Assistant

In Settings/System/Applications choose Google Assistant. Press Force stop and Clear cache and storage. Try using the Assistant again.

The storage contains user data, and one storage is saved per profile. Includes information specific for that user, and is, for example, used as a base for creating useful suggestions on what the user can do .

Cache contains RAM data, and is cleared when the IHU/DHU is rebooted.

Data corruption can be solved by clearing cache and storage.









Permissions

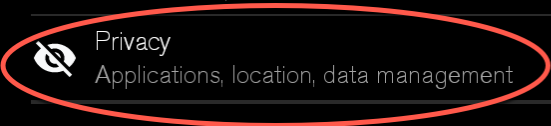
In Settings/System/Applications choose Google Assistant, check that all permissions required by Google Assistant are allowed.

Check version

In Settings/System choose Privacy/Show all apps/Google Assistant:

Settings

-  Driving
Assist, driving dynamics >
-  Sound
Treble, bass >
-  Connectivity
Wi-Fi, Bluetooth, car SIM data >
-  Controls
Display, lights, locking, wipers, mirrors >
-  Profiles
Identification, accounts >
-  Privacy
Applications, location, data management >
-  Google >
-  System
Language, date and time, units >





< Privacy

Location >

Volvo privacy settings >

Data sharing with Google
Manage data that you share with Google >

Google legal >

Applications

Default apps >

App permissions
Apps using location and phone >

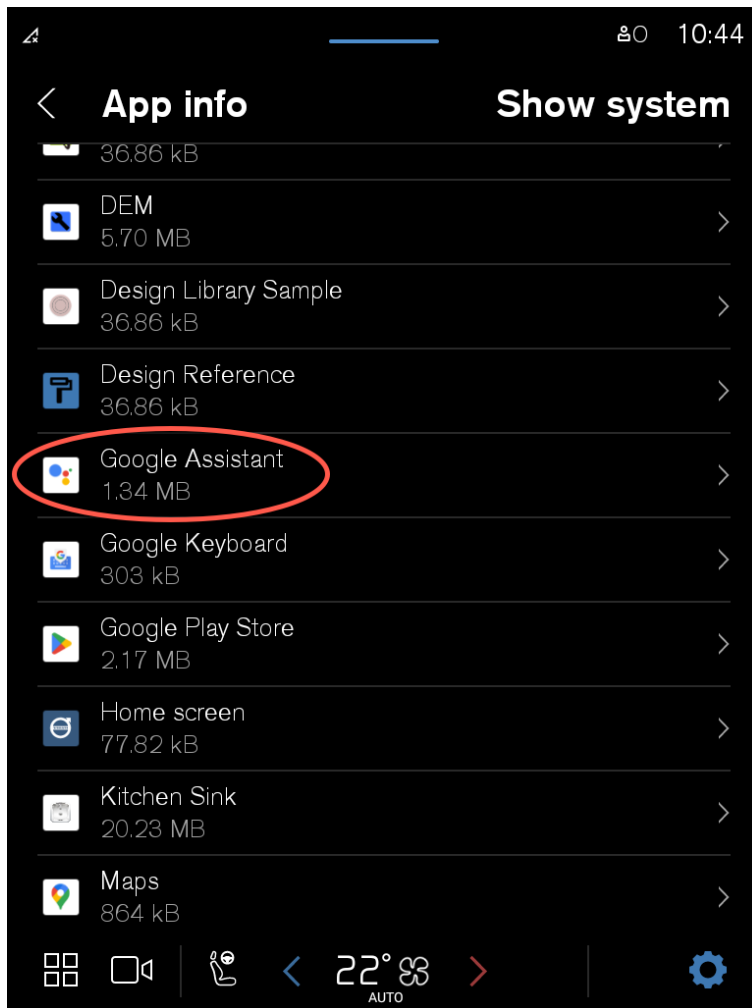
Show all apps >

Special app access >

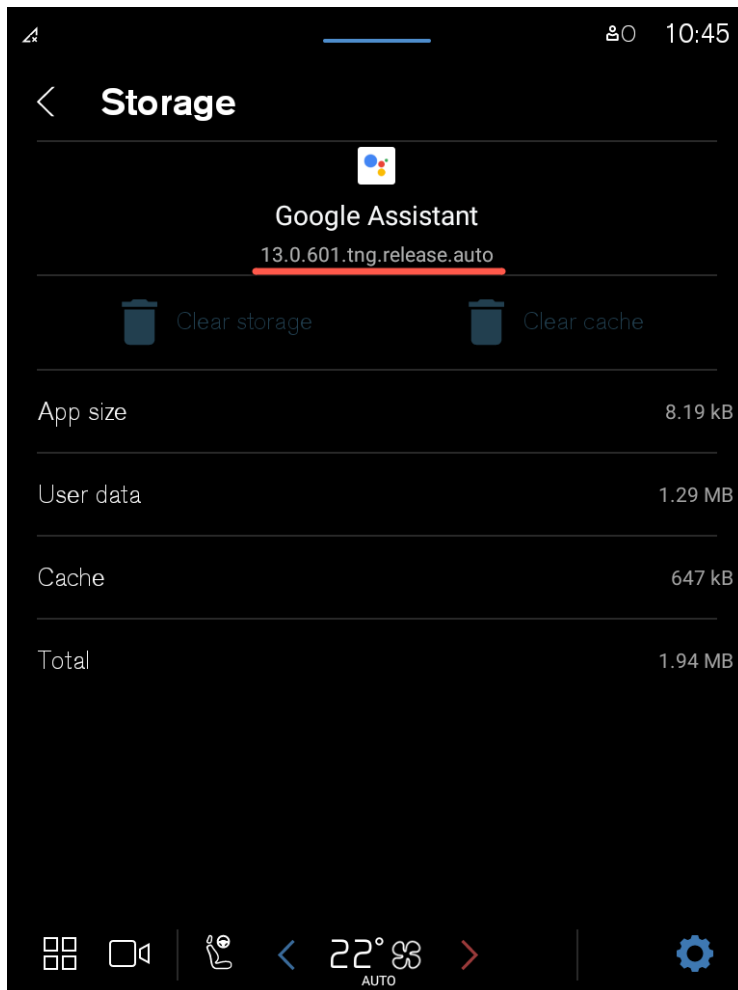


22°
AUTO





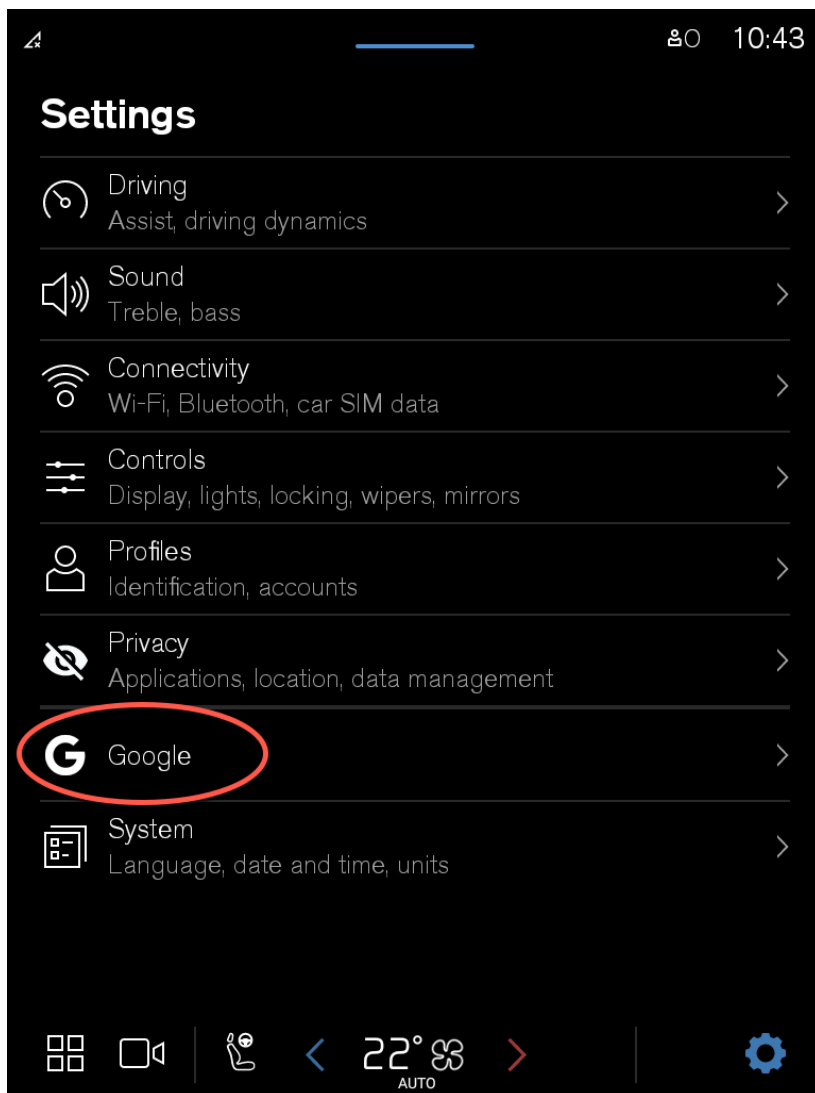
The version number is written on the last line but it's grayed out and can be a bit hard to see. To see it better, choose the Storage and cache menu:



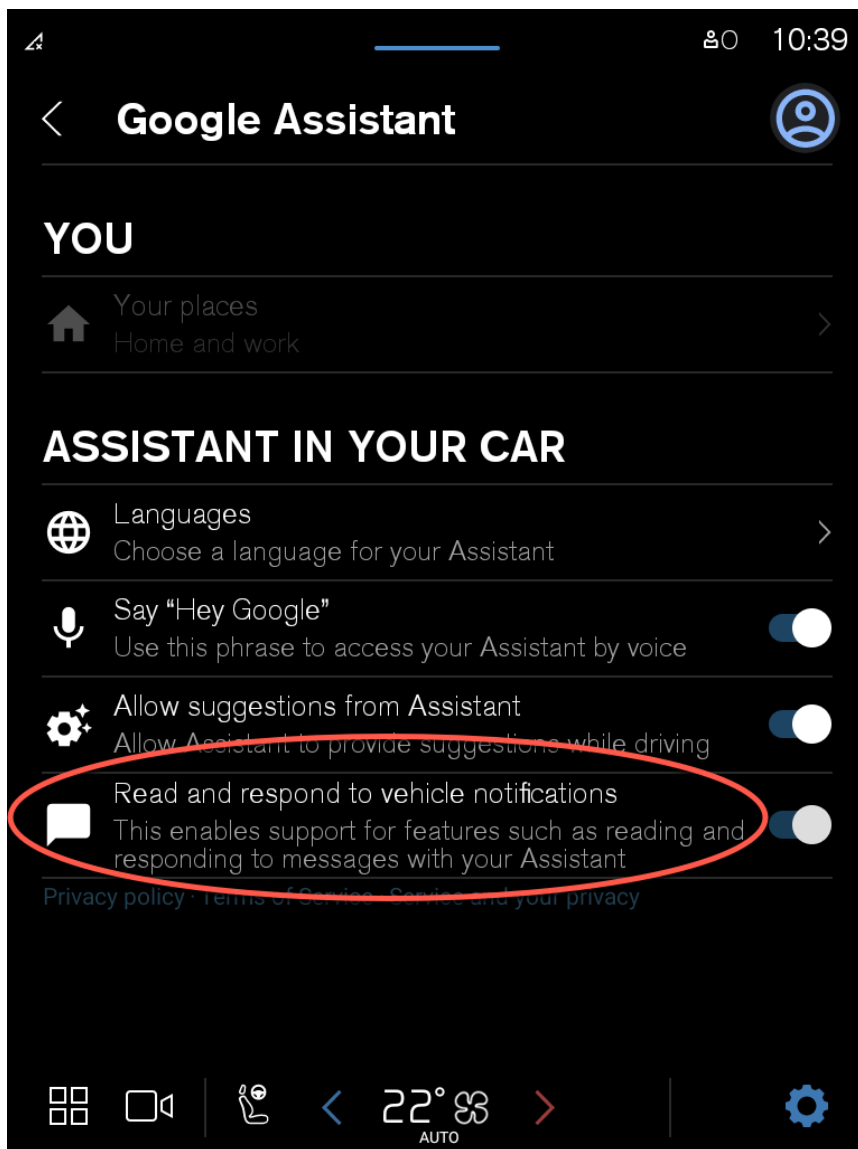
Personal results

Allow Assistant to read notifications

If the user wants the Assistant to read out SMS they need to allow for the Assistant to read and respond to notifications. In the Settings menu, choose Google:



Make sure that “Read and respond to vehicle notifications” is activated:



Pre-grant notifications

To be able to ask the Google Assistant to read out new messages, the user has to grant permission for the Assistant to do so. It is possible to grant the permission using voice, instead of having to open the correct menu on the CSD and grant the permission there. When asking the Assistant to read a new message, it first checks that it has permission to do so. If not, the Assistant will ask if you want to give it permission. By replying Yes, the user agrees to this.

gToS

To be allowed to use Google apps (Google Assistant, Google Maps, Google PlayStore, YouTube), the user has to agree to Google Terms of Services, gToS. During the set-up-wizard process the user is asked to agree to ToS, but if they don't they will regularly be reminded to do so. Until the user does this, the icons for the Google apps will be grayed-out to make it clear for the user that they are not activated. When tapping on one of the grayed-out icons the reaction depends on the pre-conditions:

- at standstill (gear in Parked **or** Drive mode): Google Terms of Services will pop up, covering the whole screen. The user can choose to Accept or to close the notification. When accepting, all Google apps will be activated and the icons are enabled. If the user chooses to close the notification without accepting, the Google apps icons will remain disabled and grayed-out.
- when driving: a toast will be visible on the top of the CSD, saying “After your drive, agree to Google’s services”. I.e, it’s not possible to agree to gToS while driving because of driver distraction restrictions. The apps will hence remain disabled and grayed-out.

Assistant logging and Sherlogs

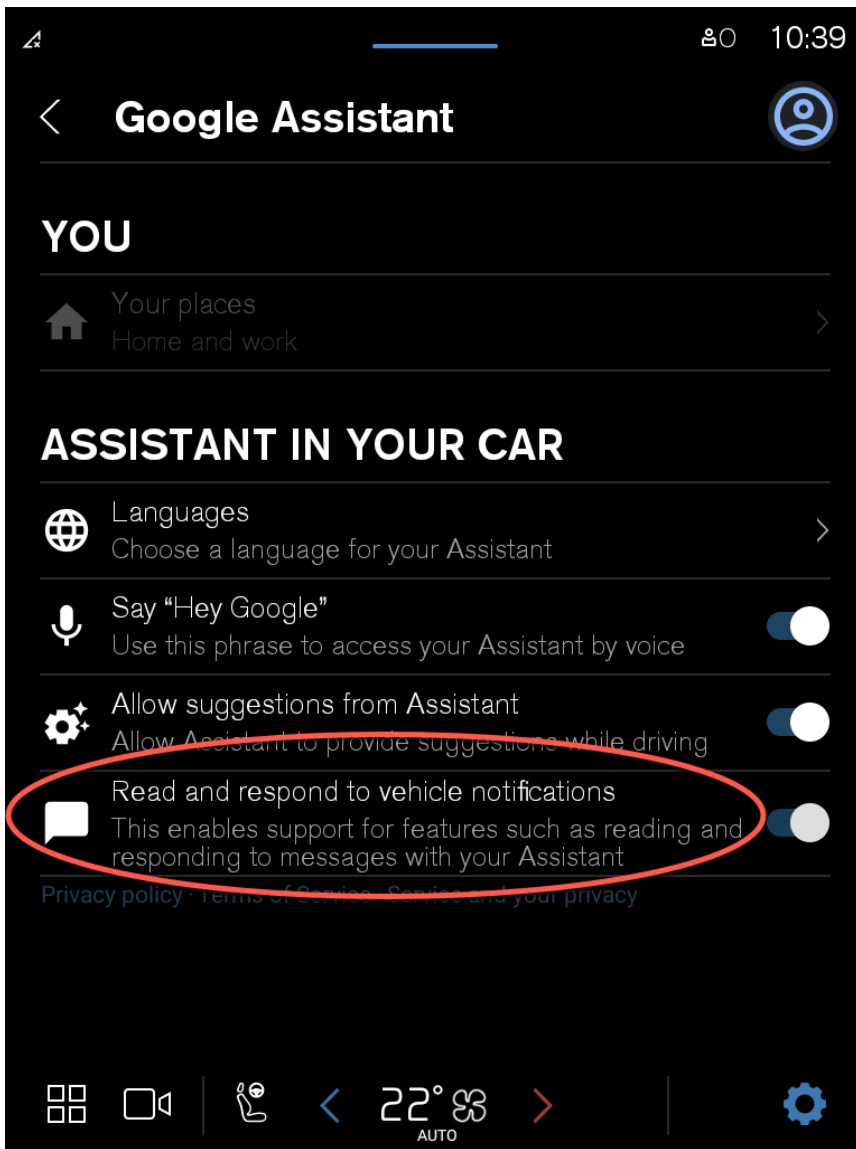
Update Google Assistant

Start with updating.....

Turn off hotword

It is possible to turn off hotword recognition (Hey Google/Ok Google), so that the Assistant is not triggered when someone in the car says the hotword.

Go to Settings/Google/Google Assistant and turn off “Say Hey Google”:



repo sync --