

Reference	SSM70718
Models	LR4 / L319 LR2 / L359 Range Rover Sport / L494 Range Rover / L322 Range Rover (All New) / L405 Range Rover Evoque / L538 Range Rover Sport / L320
Title	Bluetooth phone connectivity / pairing / music streaming issues.
Category	Electrical
Last modified	02-Jan-2014 00:00:00
Symptom	205000 Electrical Accessories
	<p>Issue:</p> <p>A customer may report that their phone, disconnects during or after phone calls, shows as paired but not available, is not showing as paired but is available, is difficult to pair, audio fragments when streaming music and/or other unexpected behavior.</p> <p>Cause:</p> <p>This can be a result of reduced phone power due to the following:-</p> <ul style="list-style-type: none"> <li>• Battery life software update on the customers device,</li> <li>• Other applications running in the background on the customers device (such as games, social media apps, searching for numerous paired devices).</li> <li>• A break in the line of sight from the IAM to the customer device (e.g. device in pocket causing attenuation by the human body).</li> <li>• Anomalies introduced with software updates of device that may reduce the effectiveness of authentication between the customer device and the vehicle.</li> </ul> <p>NOTE: These issues are well documented on official phone manufacturers "Support" web sites.</p>
Content	<p>Action:</p> <p>If a customer reports any of the concerns detailed above they should be made aware of the potential reduction of power that their device could be demonstrating due to the causes given above and configuration changes with software updates.</p> <p>Before considering any fault investigation with the vehicle complete the following:-</p> <ul style="list-style-type: none"> <li>• Delete the Land Rover vehicle from the phone and clear the customer device from the vehicle, then pair the device once again with the vehicle.</li> <li>• Request that the customer delete any redundant pairings on their device.</li> <li>• Encourage the customer to only run background apps that they require.</li> <li>• Place the device away from their body in a good line of sight to the IAM, perhaps in the centre console area.</li> <li>• Remind the customer that if their phone is set to "Battery Saving" mode this can affect the power delivery from their device.</li> <li>• Remove any protective case or other accessories from the customer's device and note if performance improves.</li> </ul> <p>If the issue persists other standard investigations should be considered in accordance with TOPIx.</p>