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| **Reference** | SSM72971 |
| **Models** | F-PACE / X761<br>XE / X760<br>XF / X260<br>XJ / X351 |
| **Title** | InControl Touch Pro, `Gracenote` Artwork not available / present |
| **Category** | Electrical |
| **Last modified** | 21-Sep-2016 00:00:00 |
| **Symptom** | 207000 Entertainment Systems |
| **Content** | |

**Issue**

Customers may experience InControl Touch Pro not displaying audio track artwork on the Touch Screen (TS) when using a Universal Serial Bus (USB) flash drive, Compact Disc (CD), external media storage device or Infotainment Master Controller (IMC) media library.

**Cause**

1. The audio track information may not be in the current Gracenotes database stored in the IMC.

Audio track artwork will not be displayed on the TS if the media file data is not present within the current Gracenotes database. It is not possible to update the Gracenotes database at this time.
There have been 3 software releases of the Gracenotes database since the introduction of InControl Touch Pro.

- Software release 1 = October 2015
- Software release 2 = April 2016
- Software release 3 = June 2016

Any audio tracks created after the vehicle manufacturer date and software release date above will therefore not be present in the database in the IMC.

1. The audio track information may be low quality and could be unrecognisable, missing or corrupt.

Gracenotes may not be able to identify audio tracks if the audio track is a copy of an original music track. Important data can be lost during the copying process, which therefore makes the audio track unidentifiable.

**Action**

To diagnose the customer concern, it is recommended to test the IMC with a test media source released before October 2015: -

Use a genuine and known good audio track stored on a USB flash drive or external media storage device.
Or
Use a genuine CD.

1. Confirm the test media source is good by inserting it into another working vehicle and verify the audio track artwork is displayed on the TS.
2. Insert the test media source into the customer vehicle.
3. View the TS for artwork.

NOTE: The test media source must released before October 2015.

ARTWORK DISPLAYED

If the audio track artwork is displayed on the TS, the IMC and the Gracenotes database are operating correctly. The customer's concern is caused by the media not being in the Gracenotes database or the quality of the media source files.

ARTWORK NOT DISPLAYED

If the TS does not display the audio track artwork, the technician must confirm ALL of the following: -

1. Artwork will not display for any audio track from the USB flash drive, external media storage device or IMC media library
2. Artwork will not display for any audio track in the carousel/grid/list formats in any of the 'FIND' options (e.g. All Artist / All Albums / All Tracks / All Genres)
3. Artwork will not display for the genuine CD

If the technician confirms it is not possible to display all artwork in the above list, raise a Technical Assistance (TA) and identify 'GRACENOTES ARTWORK NOT AVAILABLE/PRESENT' in the supporting text.