

Reference	SSM72771
Models	Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
Title	InControl Touch and InControl Touch Pro , voice recognition issues
Category	Electrical
Last modified	25-Nov-2016 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>ISSUE</u> Customers have complained that the voice recognition does not recognise their command using the “say what they see/Say a Command” function. Accents and regional dialects are not being recognised.</p> <p><u>CAUSE</u> Adaptive recognition system, multiple attempts might be required for the system to recognise the user.</p> <p><u>ACTION</u> Please advise the customer of the adaptive capabilities of the system:-</p> <ol style="list-style-type: none"> 1. Before driving the vehicle make yourself familiar with the commands for the voice recognition system that will appear on the touch screen. These are shown in the owners handbook. 2. Sit in the usual driving position. 3. Press the Voice button on the steering, where upon a tone will sound. 4. After the tone is heard, the customer states the command that they want to proceed with. The system will then carry out the request. 5. If the instruction is not recognised the system will instruct the driver the following <ol style="list-style-type: none"> 1. “pardon”, 2. “It will state that it cannot find what you are asking for i.e. Radio station address city etc.” 3. The wrong instruction is carried out. 6. The customer should then return to the “say what they see/Say a Command” page on the touch screen and repeat steps 3 and 4 above until the system carries out the correct request. 7. The system is adaptive and will adapt to the voice of the person driving the vehicle at the time. If the vehicle is used by multiple drivers the system will need to adapt to individual drivers voice each time the “say what they see/Say a Command” function is used.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.