

Reference	SSM73348
Models	Range Rover / L405 Range Rover Sport / L494
Title	Bluetooth MAC Address Displayed (Incontrol Touch Pro)
Category	Electrical
Last modified	25-Apr-2017 00:00:00
Symptom	207000 Entertainment Systems

Content

Issue: A customer may report that during the first ignition cycle after pairing their phone to the vehicle the Touch Screen displays the phone name as it's Bluetooth MAC address, e.g 56:DA:12:CB:85:06. This will change to the normal phone friendly name e.g 'Work phone' at the next ignition cycle. This scenario normally occurs when using an I Phone with IOS 10 loaded and certain Android phones.

Cause: Software compatibility issue between phone handset and vehicle.

Action: The concern will be rectified in a future Infotainment Master Controller software release. Please explain to the customer that the concern will only appear once when a new phone is paired to the vehicle and from then on will return to the customer's selected phone name.

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.