

Reference	SSM73792
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	Loss of voice related features after updating InControl Touch Pro with version 17C4
Category	Electrical
Last modified	23-Mar-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Issue: In some cases vehicles that have been updated to InControl Touch Pro version 17C4, the infotainment system can no longer process voice inputs or outputs. Common symptoms are reported as:</p> <ul style="list-style-type: none"> • Voice commands are not recognized • Voice output such as spoken navigation guidance is inoperative. <p>Cause: During the process of updating the Infotainment Master Control module (IMC) a voice database can become corrupted. While the root cause of this issue is still under investigation, an interim solution is available to replace the corrupted database.</p> <p>Correction:</p> <ol style="list-style-type: none"> 1. Confirm the symptoms match both descriptions above. 2. If both voice input and output are affected, you will also probably find that the Voice Recognition menu is blank confirming a corrupted database. <ol style="list-style-type: none"> 1. Open a TA case for escalation to the NGI recovery team. 2. Additional details for scheduling a WebEx session will be provided via the TA process. 3. If the issue is limited to a "voice input only" failure mode, this might be caused by a hardware failure of voice command button or microphone etc. Continue troubleshooting as normal and open a TA if required. <p>NOTE Evoque convertible models do not support voice commands and the "voice command" button on the steering wheel only provides a "mute" function.</p> <p>For this vehicle this issue only applies to voice output such as navigation guidance</p>

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.