

Reference	SSM73462
Models	F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	Issues with Apple iphone when receiving calls
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Issue</u></p> <p>1/ When the iPhone is connected to Bluetooth, the user gets an incoming call. The user will not be able to hear the callers voice. In order to hear the voice the user has to go to the phone screen options and select the vehicle phone tab and ensure it is checked.</p> <p>2/The iPhone disconnects during or after phone calls.</p> <p><u>Cause</u></p> <p>Root cause is identified with Apple iPhones that have been updated with the sw version described below: (viewable in General/settings/software update)</p> <p>iPhone 6/6S sw vers 10.3.x iPhone 7/7S sw vers 10.3.x</p> <p><u>Action</u></p> <p>Please note that this is an Apple iOS issue and not a fault with the vehicle.</p> <p>Please do not carry out any software downloads or replace any parts in an attempt to rectify this issue.</p> <p>Please advise the customer to wait until the next Apple interim s/w release iOS 10.3.3 or complete iOS overhaul iOS 11 (predicted Autumn 2017).</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially</p>

helps me resolve the customer concern.

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