

Reference	SSM72960
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 I-PACE / X590 XE / X760 XF / X260 XJ / X351
Title	Operation of Tunescan
Category	Electrical
Last modified	30-Apr-2018 00:00:00

Symptom 207000 Entertainment Systems

Content

Models: XJ 16MY - Onwards

XF 16MY - Onwards

XE 17MY - Onwards

F-PACE 17MY - Onwards

E-PACE 18MY - Onwards

I-PACE 19MY - Onwards

F-TYPE 18MY - Onwards

Fitted with InControl Touch Pro Audio system

Issue: Tunescan does not operate, scrolling window animation is constantly running.

Cause: This is not a fault with the system.

Action: Tunescan is a new SiriusXM feature that plays a few seconds of current music content from each of the stored "Smart Favorite" channels in turn.

Each of these channels is buffered so that songs can be heard from the start.

If the customer hears music content they like they can press "play" and the music continues. Or they can skip forward or back through the "Smart Favourites" channels or cancel Tunescan and return to the main screen.

However in order to operate, Tunescan requires two things:

- 1) At least one channel containing music content must be stored as a "Smart Favorite"
- 2) The Infotainment system needs to have been switched on for approx. 5 minutes with Satellite reception available so that Smart Favorite content can be buffered (note the Satellite Radio System

does not have to be selected during this time)

If no stations with music content are stored as Smart Favorites (i.e if only ""talk" stations are stored) or the system has not had time to store the buffered music content, then the system has nothing to play and continues to search for content - and shows the "updating" screen.

If the customer sees this, a press on the back button returns to the main Satellite Radio screen.

Channels with music content can then be stored as Smart Favorites and Tunescan should operate as intended.

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.