

<b>Reference</b>	SSM72961
<b>Models</b>	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
<b>Title</b>	Operation of Tunescan
<b>Category</b>	Electrical
<b>Last modified</b>	30-Apr-2018 00:00:00

**Symptom** 207000 Entertainment Systems

**Content**

**Models:** Discovery Sport 17MY - Onwards  
Range Rover Evoque 17MY - Onwards  
Range Rover 17MY - Onwards  
Range Rover Sport 17MY - Onwards  
Discovery 17MY - Onwards  
Range Rover Velar - 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.