

Models
E-PACE / X540
F-PACE / X761
XE / X760
XF / X260
XJ / X351

Title Navigation Destination Entry via Voice Control inop after updating InControl Touch Pro with 18b

Category Electrical

Last modified 22-Jun-2018 00:00:00

Symptom 207000 Entertainment Systems

Content

Issue:
In some cases, vehicles that have been updated to InControl Touch Pro with version 18b, the infotainment system can no longer provide Navigation destination entry via voice control.

Cause:
Navigation destination entry via voice control will not work with UK English set as system language with a North American navigation database. After an infotainment software update the system defaults to UK English after an update.

Action:
It is important differentiate between System Language and Feedback Accent. It is a US market special feature to allow the selection of US English as System language, but then select a separate feedback accent as either American or British English. Either feedback accent will allow for destination input via voice control.

It is good practice to set the system to US time and date formats.

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.