

Reference	SSM73939
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	Bluetooth connectivity issues Apple iOS 11 onwards
Category	Electrical
Last modified	28-Jun-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Issue: Apple devices with OS version 11.0 to 11.4 is paired/connected to secondary device using a USB cable or Bluetooth the user may experience a connectivity issues. Any of the following symptoms may be apparent:</p> <ol style="list-style-type: none"> 1. Bluetooth not working on iPhone/ iPad. 2. Bluetooth not finding secondary device on iPhone/ iPad. 3. Bluetooth randomly loses connection from secondary device. 4. Bluetooth does not automatically reconnect to secondary device. 5. iPhone/ iPad Bluetooth will not connect to secondary device. 6. iPhone/ iPad Bluetooth will not switch on, on device itself. 7. iPhone Bluetooth audio sound appears to be distorted. 8. Fail to initiate calls over Bluetooth using iPhone/ iPad. 9. Contact names do not display (shows phone number only). <p>Cause: Possible Apple software related concern.</p> <p>Action: Please carry out the following steps where the concern has been reported by the customer:</p> <ol style="list-style-type: none"> 1. Ensure that Bluetooth is switch on while the vehicle engine is running 2. Ensure the iOS device and Bluetooth accessory are within range of each other. 3. Switch off Bluetooth and restart the iPhone/ iPad 4. Switch off the infotainment system and then switch on again. 5. Re-pair the device to the vehicle. 6. Delete all paired devices list on phone/Vehicle 7. Ensure any Bluetooth accessory is switched on, fully charged and connected to the vehicle. 8. Unpair the Bluetooth accessory and then put back into discovery mode to re-pair with the vehicle. 9. Reset network settings (Settings> General> Reset> Reset Network Settings).

10. Try restoring the iPhone/ iPad via iTunes or iCloud. Note: Ensure that the iPhone/ Ipad data is backed up as all existing data will be lost.
11. If the concern is still apparent contact Apple support or visit an Apple store for further advice.
12. If it is determined the concern is not related to Apple software 11.0 onwards, raise a Technical Assistance for further help with diagnosis.

Note: Please do not replace the Infotainment Master Controller or related components for the above concern unless otherwise directed by Land Rover.

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.