

Reference	SSM74048
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 I-PACE / X590 XE / X760 XF / X260 XJ / X351
Title	InControl Touch Pro - Wireless Head Phones Inoperative
Category	Electrical
Last modified	12-Sep-2018 00:00:00
Symptom	207000 Entertainment Systems

Content**Issue:**

Customers may complain that the Wireless Head Phones for Dual Screen View or Rear Seat Entertainment are inoperative.

Cause:

A number of Wireless Headphones have been returned to the supplier under warranty with the only defect found to be depleted batteries.

Action:

- Please carefully follow the diagnosis advice in TOPIx section 415-01: Information and Entertainment System - Vehicles With: InControl Touch Pro > Diagnosis and Testing > Information and Entertainment system, section heading "WIRELESS HEADPHONES"
- The headphones are sensitive to battery voltage, it is essential that only brand new batteries are used for diagnosis.

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.