

<b>Reference</b>	SSM75423
<b>Models</b>	Defender / L663 Discovery / L462 Discovery Sport / L550 New Range Rover Evoque / L551 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
<b>Title</b>	XCL "Distortion" or "rattle" noise present while using the audio system
<b>Category</b>	Electrical
<b>Last modified</b>	11-Oct-2021 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><b><u>Issue:</u></b></p> <p><b><u>XCL 16MY Onwards</u></b></p> <p>Customer reports of distortion/rattle/buzz or other abnormal noise descriptions while using their audio system. Typical examples are as follows:</p> <ol style="list-style-type: none"><li>1. CUSTOMER STATES THAT PASSENGER FRONT DOOR SPEAKER IS MAKING A BUZZING SOUND WHEN A SONG WITH A LOT OF TREBLE IS ON.</li><li>2. SPEAKERS POOR SOUND QUALITY SOUND SEEMS TO RESINATE PARTICULARLY WITH BASS NOTES</li></ol> <p><b><u>Cause:</u></b></p> <p>To be investigated by following the guided diagnostic flow for PIVI or InControl Touch Pro/Duo Audio issues within Pathfinder. Currently we are experiencing high amounts of no fault speakers being erroneously replaced from customer vehicles – the guided flow will help identify the correct root cause of the customer issue.</p> <p><b><u>Action:</u></b></p> <ol style="list-style-type: none"><li>1. Identify which audio system is installed in the vehicle (PIVI or InControl Touch Pro/Duo)</li><li>2. Follow the Guided diagnostic flow for the respective system in Pathfinder</li><li>3. Speaker replacements must only be made after completing the guided diagnostic flow, and confirming that the issue is present within the speaker itself (final step in the flow involves holding the speaker in hand and listening for the distortion)</li><li>4. While filling in the retailer verbatim, please confirm that the flow has been followed</li></ol>

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