

Reference	SSM75557
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 I-PACE / X590 XE / X760 XF / X260 XJ / X351
Title	XCL "Distortion" or "rattle" noise present while using the audio system
Category	Electrical
Last modified	11-Oct-2021 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Issue:</u></p> <p><u>XCL 16MY Onwards</u></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">1. CUSTOMER STATES THAT PASSENGER FRONT DOOR SPEAKER IS MAKING A BUZZING SOUND WHEN A SONG WITH A LOT OF TREBLE IS ON.2. SPEAKERS POOR SOUND QUALITY SOUND SEEMS TO RESINATE PARTICULARLY WITH BASS NOTES <p><u>Cause:</u></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><u>Action:</u></p> <ol style="list-style-type: none">1. Identify which audio system is installed in the vehicle (PIVI or InControl Touch Pro/Duo)2. Follow the Guided diagnostic flow for the respective system in Pathfinder3. 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)4. While filling in the retailer verbatim, please confirm that the flow has been followed

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