



AS4-25: Phone call quality

08/08/2025

REGION: ALL MARKETS

FOR ATTENTION: DEALER PRINCIPALS, GENERAL MANAGER, SALES & AFTERSALES MANAGER

BULLETIN CONTACT: REGIONAL BUSINESS & REGIONAL AFTERSALES MANAGERS (RBMs & RAMs)

EXECUTIVE SUMMARY

- Information regarding reports of poor call quality

DETAIL

- During the extensive and rigorous testing of the latest model year of the INEOS Grenadier, our engineering team has identified phone call quality issues when both callers are using Apple iPhones running iOS 18 or newer (with the latest tests conducted on iOS 18.3.2). Further evaluations of previous model years confirmed that these vehicles are also affected by changes implemented in Apple's iOS 18 noise suppression enhancements.
- Two primary symptoms have been observed: excessive background noise and intermittent audio disruptions. These issues occur regardless of the connection method, whether via Bluetooth or Apple CarPlay. While the primary focus of testing has been on the INEOS Grenadier, similar issues have been identified in other vehicle brands and models.
- Interestingly, communication applications such as Microsoft Teams and WhatsApp appear to mitigate these issues, likely due to their cloud-based noise suppression technologies.
- INEOS Automotive would also like to emphasize that the Grenadier's infotainment system is equipped with state-of-the-art noise suppression algorithms and advanced chipsets.

INEOS GRENA DIER

Improvement

- A significant improvement in phone call quality can be achieved by enabling the “Voice Isolation” mode from the iPhone's Control Center on both devices, which effectively eliminates these issues.

Future

- It is important to note that smartphone manufacturers operate independently, and while INEOS Automotive conducts extensive testing with various devices, certain unforeseen interactions between software updates and vehicle systems may still arise.
- Our engineering team is actively investigating potential improvements and solutions and is working to define a strategic approach to address this matter moving forward.