

Reference	SSM73158
Models	Discovery / L462 Discovery Sport / L550 LR4 / L319 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
Title	Customer receives a phone call from their own number
Category	Electrical
Last modified	15-Feb-2017 00:00:00
Symptom	207000 Entertainment Systems

Content

This is applicable to all phone manufacturers.
Please note this is a phone issue and not a vehicle issue.
Please do not replace any parts or carryout any software updates on the vehicle in an attempt to rectify

Issue
Customer may sometimes experience a phone call from their own number or referencing to their own phone.
A vehicle hands free session starting without the customer's interaction showing a phone call to themselves, i.e., phone is calling itself.
Sometimes there may be no cabin audio when this issue happens.

Cause
Various device (phone) issues across various phone manufacturers. Most recently seen with iOS 10 SIRI issue on iPhones.
Other causes may include some applications, example navigation using Bluetooth to communicate over the vehicle speakers.

Action
Anyone or more than one of the below actions can be carried out and are just being advised as the methods to recover from the issue:

Disconnect Bluetooth on the phone and then reconnect the phone.
Ensure that the latest operating system is on the phone.
Firmware reset on the iPhones: Press and hold the home and power buttons together for 10 seconds.
Disable SIRI if using already.
If it is application specific, eg, navigation specific, then turn off the Bluetooth inside the application.
Turn off phone and restart it.

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.