

Reference	SSM73793
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	Loss of voice related features after updating InControl Touch Pro with version 17C4
Category	Electrical
Last modified	23-Mar-2018 00:00:00

Symptom 207000 Entertainment Systems

Content

Issue: In some cases vehicles that have been updated to InControl Touch Pro version 17C4, the infotainment system can no longer process voice inputs or outputs. Common symptoms are reported as:

- Voice commands are not recognized
- Voice output such as spoken navigation guidance is inoperative.

Cause: During the process of updating the Infotainment Master Control module (IMC) a voice database can become corrupted. While the root cause of this issue is still under investigation, an interim solution is available to replace the corrupted database.

Correction:

1. Confirm the symptoms match both descriptions above.
2. If both voice input and output are affected, you will also probably find that the Voice Recognition menu is blank confirming a corrupted database.
 1. Open a TA case for escalation to the NGI recovery team.
 2. Additional details for scheduling a WebEx session will be provided via the TA process.
3. If the issue is limited to a "voice input only" failure mode, this might be caused by a hardware failure of voice command button or microphone etc. Continue troubleshooting as normal and open a TA if required.

NOTE: F-TYPE Convertible models do not support voice commands and the "voice command" button on the steering wheel only provides a "mute" function.

For these vehicles, this issue only applies to voice output such as navigation guidance.

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.