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| <b>Reference</b>     | SSM74043  |
| <b>Models</b>        | Discovery / L462<br>Discovery Sport / L550<br>LR3 / L319<br>Range Rover / L405<br>Range Rover Evoque / L538<br>Range Rover Sport / L494<br>Range Rover Velar / L560 |
| <b>Title</b>         | InControl Touch Pro - Wireless Head Phones Inoperative  |
| <b>Category</b>      | Electrical  |
| <b>Last modified</b> | 12-Sep-2018 00:00:00  |
| <b>Symptom</b>       | 207000 Entertainment Systems  |

**Content****Issue:**

Customers may complain that the Wireless Head Phones for Dual Screen View or Rear Seat Entertainment are inoperative.

**Cause:**

A number of Wireless Headphones have been returned to the supplier under warranty with the only defect found to be depleted batteries.

**Action:**

- Please carefully follow the diagnosis advice in TOPIx section 415-01: Information and Entertainment System - Vehicles With: InControl Touch Pro > Diagnosis and Testing > Information and Entertainment system, section heading "WIRELESS HEADPHONES"
- The headphones are sensitive to battery voltage, it is essential that only brand new batteries are used for diagnosis.

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.