

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 75416 - InControl Touch Pro - Post 21A Update Apple Carplay  
Navigation Voice Guidance Not Heard

**Models :** Discovery / L462

Discovery Sport / L550

Discovery Sport / L550  
(Brazil 99J)

Discovery Sport / L550  
(China L2C)

Evoque / L538 (China  
L2C)

Evoque/L551  
(China/L2C)

New Range Rover  
Evoque / L551

Range Rover / L405

Range Rover Evoque /  
L538

Range Rover Evoque /  
L538 (Brazil 99J)

Range Rover Sport /  
L494

Range Rover Velar /  
L560

**Engineer** Chris Davies

**Name :**

**Last** 21 MAY 2021 17:16:19

**Modified :**

**Category :** Electrical

**Symptom :** 207000 Entertainment Systems

**Content :** **Issue:**

- Discovery (L462) 17 - 20MY
- Discovery Sport (L550) 17 - 20MY
- Evoque (L538) 16 - 19MY
- Evoque (L551) 20MY
- Range Rover (L405) 17 - 21MY
- Range Rover Sport (L494) 17 - 21MY
- Range Rover Velar (L560) 18 - 20MY

JLR is investigating the voice guidance is not heard from the Apple CarPlay navigation post-IMC 21A update.

**Cause:**

Unknown at this time.

**Action:**

**Do not replace Infotainment Master Controller (IMC) for this concern.**

Before following the steps below, please check the IMC is at the latest level (21A);

1. Connect Apple CarPlay device to InControl Touch Pro
  2. Launch any Map application within CarPlay
  3. Enter a destination and start navigation using CarPlay maps
  4. Start driving the vehicle
  5. Confirm turn by turn voice guidance is not heard, but navigation guidance is shown on the screen
- There is currently no resolution for this concern, and once a repair is available, this SSM will be updated.