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TECHNICAL BULLETIN		
Subject VOICE ACTIVATED CONTROL SYSTEM		Model S-TYPE Year All VIN

419 – Security Systems and Electronic Features

ISSUE: S419-05 - VOICE ACTIVATED CONTROL SYSTEM

This Technical Bulletin has been issued due to customer complaints of the Voice Activated Control System not operating correctly, particularly when inputting telephone commands.

A recent investigation conducted with owners identified that the problems were due to incorrect voice commands. It is therefore essential that when a customer reports a problem with their Voice Activated Control System, you do not rely on the concern report form alone. The customer must be asked to demonstrate the concern in detail. This will allow you to assess whether the customer is using correct terminology during a command input, or there may even be human-to-vehicle interaction issues.

The result of this Technical Bulletin should reduce the number of Voice control modules replaced unnecessarily when attempting to rectify what may purely be down to customer error.

ACTION

As mentioned, the Voice Activated Control System issues revolve around the phone command inputs.

A typical example of an incorrect phone command would be:

'Phone - Enter...' then waiting for a prompt.

Because the customers were not continuing with the first part of the number, the Voice Activated Control System did not recognize this as a valid command and responded with the message 'Command not recognized'.

On 1999 Model Year and 2000 Model year S-Type vehicles the commands should be entered as 'Phone - (Enter/ Dial/ Store) - 123456' as one continuous statement.

E.g. Phone - Enter - 02476 then add further digits in 3 - 5 digit groups after the prompts.
Phone - Store - 02476 201000
Phone - Dial - 02476 201000

Should you encounter customers that are using incorrect terminology, explain to them that the Voice Activated Control System will only understand and react correctly if the exact phrase is used.

NOTE: For all terminology issues, customers should refer to the quick reference card within the Voice Activation Handbook.

This Technical Bulletin is for information only.