

# TECHNICAL BULLETIN

## LTB00299NAS2

### 04 NOV 2013



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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

**This reissue replaces all previous versions. Please destroy all previous versions. Only refer to the electronic version of this Technical Bulletin in TOPIx.**

Changes are highlighted in gray

### **SECTION: 415-00**

Infotainment System Inoperative / Lock-up

### **AFFECTED VEHICLE RANGE:**

#### **LR4 (LA)**

**Model Year:** 2010-2011

**VIN:** AA510742-BA596987

#### **Range Rover Sport (LS)**

**Model Year:** 2010-2011

**VIN:** AA212145-BA717165

#### **Range Rover (LM)**

**Model Year:** 2010-2012

**VIN:** AA304426-CA393639

### **MARKETS:**

NAS

### **CONDITION SUMMARY:**

**Situation:** The Infotainment system may become inoperative or 'lock up' (no audio; Touch Screen is blank; Touch Screen displays Land Rover logo).

**Cause:** These issues may be caused by software issues in the Audio Front and Front Entertainment control modules.

**Action:** Should a customer express this concern, follow the Service Instruction outlined below.

### **PARTS:**

No Parts Required

### **TOOLS:**



**NOTE: This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.**

SDD with latest DVD and Calibration File; first available on DVD135.06 v.150

Jaguar Land Rover-approved Midtronics battery power supply

Navigation Update tool

### **WARRANTY:**



**NOTE: Repair procedures are under constant review, and therefore times are subject to change;**

those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.



**NOTE: DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.**

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Update Audio Front Control Module software	<b>86.90.89/33</b>	0.2	42	LR021792
Update Front Entertainment Control Module software	<b>86.90.68</b>	0.7	42	LR021792



**NOTE: Normal Warranty policies and procedures apply.**

### **SERVICE INSTRUCTION:**

- CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.**



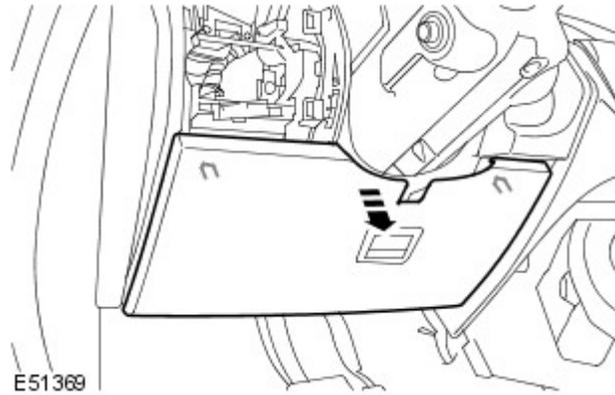
**NOTE: SDD must be loaded with DVD135.06 v.150 or later.**

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.

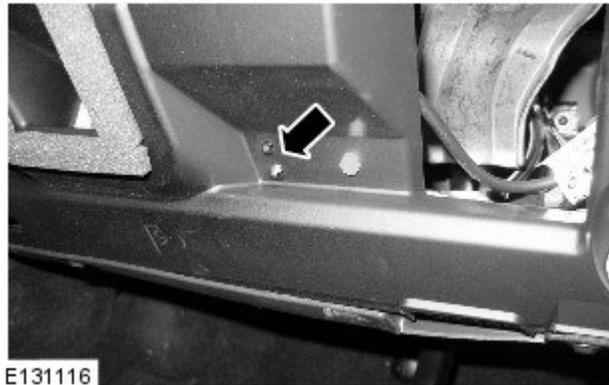
- Turn ignition 'ON' (engine not running).
- Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
- Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
- Select 'Diagnosis' from the Session Type screen.
- Select the 'Selected Symptoms' tab, and then select the following:
  - Electrical / Information and entertainment system / Entertainment system
- Select 'continue'.
- Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module – Audio front control module' option.
- Follow all on-screen instructions to complete this task.
- Select the 'Selected Symptoms' tab, and then select the following:
  - Electrical / Information and entertainment system / Entertainment system
- Select 'continue'.
- Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module – Front entertainment control module' option.
- Follow all on-screen instructions to complete this task.

#### **Steps 14-16: LR4, Range Rover Sport only**

- Remove the lower trim panel.



15. Release the two fir tree clips.



16. Reposition the cable.



### Step 19: Range Rover Only

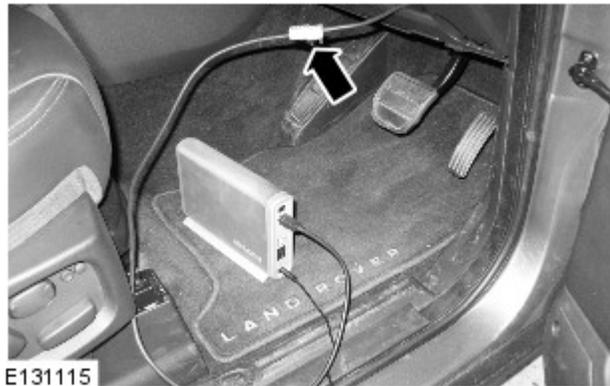
17. Open glove compartment.

- Remove fuse box cover.



**Steps 18-28: all vehicles**

**18.** Connect the cable to the external hard drive.



**19.** Turn ignition 'On'.

**20.** Press the arrowed top bar position for ten seconds.



**21.** Press the position arrowed until the next screen appears.



E131599

22. Enter '7', '5', '3', 'OK'.



E131600

23. Press 'Next'.



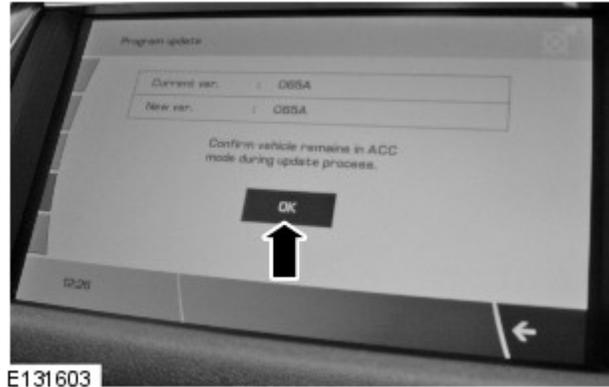
E131601

24. Press 'Select'.



E131602

25. Press 'OK'.



26. Turn ignition OFF for a minimum of two (2) minutes.

27. When all tasks are complete, exit the current session by selecting the 'Close Session' option.

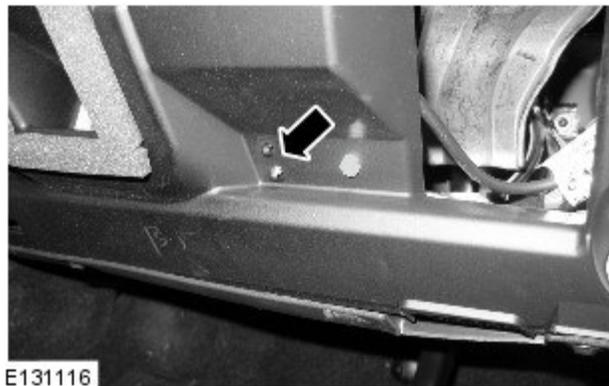
28. Disconnect SDD, battery power supply, and Navigation Update tool from the vehicle.

### Steps 29-31: LR4, Range Rover Sport only

29. Install the cable to the vehicle.



30. Install the two fir tree clips.



31. Install the lower trim panel.

### Steps 32-33: Range Rover only

32. Install the fuse box cover.

**33.** Close the glove compartment.