

|               |  |
|---------------|--|
| Reference     | SSM69158   |
| Models        | LR4 / L319<br>Range Rover Sport / L494<br>Range Rover (All New) / L405<br>Range Rover Sport / L320   |
| Title         | No audio sound or AV button greyed out GEN2.1 (MOST reset)   |
| Category      | Electrical   |
| Last modified | 14-Jan-2014 00:00:00   |
| Symptom       | 207000 Entertainment Systems   |
| Content       | <p><b>Issue:</b> A customer may report a concern of no sound from the audio system, even when the volume is turned up. The Audio/Video button on touch-screen home page may also be greyed out.</p> <p><b>Cause:</b> One of the modules situated on the MOST bus, such as Audio Amplifier Module or Audio Control Module, have a software conflict.</p> <p><b>Action:</b> Perform diagnosis using Symptom Driven Diagnostics (SDD). If these checks reveal a particular module to be at fault, perform a 'hard reset' by disconnecting the module for at least 60 seconds before reconnecting. If this does not rectify the issue, continue diagnosis with reference to SDD and TOPIx.</p> |