

Reference	SSM71815
Models	LR4 / L319 LR2 / L359 Range Rover / L405 Range Rover Sport / L494 Range Rover Evoque / L538 Range Rover Sport / L320
Title	Distorted Playback When Using iPod/iPhone. 13my onwards
Category	Electrical
Last modified	11-Apr-2014 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Issue:</u> A customer may report a concern that when an iPod/iPhone is connected to the In Car Entertainment system using the iPod/iPhone USB cable only, the playback sound may be distorted or jumps/skips.</p> <p><u>Cause:</u> Unknown, currently under investigation.</p> <p><u>Action:</u> Upon diagnosis of a customer report, carry out the following steps:  <ol style="list-style-type: none"> <li>1. Check that the iPod/iPhone and/or lead is not at fault by substituting the lead and/or the iPod/iPhone and listening to playback of music.</li> </ol> <b>Note: Please verify with a genuine Apple iPod lead which must be in good condition. Aftermarket (not Apple manufactured) leads have been known to cause issues due to poor quality cable and connector components used in manufacturing.</b> <ol style="list-style-type: none"> <li>2. Check the iPod/iPhone socket and connections to the USB are not at fault. (Dusty/dirty/damaged).</li> <li>3. Check that the connections to the Audio Control Module (ACM) are fully latched and there are no backed out pins.</li> <li>4. If any of the above are found to be at fault, rectify as necessary, then retest for symptoms.</li> <li>5. Only replace the ACM if symptoms persist giving a full fault description and analysis for returned part.</li> </ol> <p>For further support in diagnosing this issue please contact Dealer Technical Support (DTS)</p> </p>