

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 71815 - Distorted Playback When Using iPod / iPhone. 13my onwards

Models : LA - Discovery 4 / LR4

LF - Freelander 2 / FL2

LG - Range Rover (All New) - L405

LS - Range Rover Sport

LV - Evoque

LW - Range Rover Sport - L494

Engineer Bucknall Simon

Name :

Last 22-08-2014 07:40:20

Modified :

Category : Electrical

Symptom : 207000 Entertainment Systems

Content : Issue:

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.

Cause:

Unknown, currently under investigation.

Action:

Upon diagnosis of a customer report, carry out the following steps:

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.

Note: Please verify with a lead which must be in good condition. Some leads have been known to cause issues due to poor quality cable and connector components used in manufacturing. (An assortment of leads from various manufacturers would be useful to show a customer variation in lead capability prior to sourcing a replacement)

- 2.** Check the iPod / iPhone socket and connections to the USB are not at fault. (Dusty/dirty/damaged).
- 3.** Check that the connections to the Audio Control Module (ACM) are fully latched and there are no backed out pins.
- 4.** If any of the above are found to be at fault, rectify as necessary, then retest for symptoms.
- 5.** Only replace the ACM if symptoms persist giving a full fault description and analysis for returned part.

For further support in diagnosing this issue please contact Dealer Technical Support (DTS)