

TECHNICAL BULLETIN  
LTB00686NAS1  
12 AUG 2014



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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.

**SECTION: 415-01**

Distorted Reception for Telephone Call Recipient

**AFFECTED VEHICLE RANGE:**

**Range Rover (LG)**

**Model Year:** 2013-2014

**VIN:** DA001204-EA180715

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** When placing a Bluetooth® telephone call, the recipient may experience distorted reception or 'echo' but the in-vehicle call initiator experiences clear reception.

**Cause:** This may be caused by equalizer file parameters being incorrectly set within the Audio Front Control Module.

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

**PARTS:**

No Parts Required

**TOOLS:**



**NOTE: This 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 DVD138.11 v.183  
Jaguar Land Rover-approved Midtronics battery power supply

**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>86.90.37</b> | 0.7          | 42             | LR052071    |



**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.**



**CAUTION: Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.**



**NOTE: SDD must be loaded with DVD138.11 v.183 or later.**

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



**NOTE: If prompted to select the 'software part type', select 'Flash program gateway application'.**

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select:
  - Electrical > Information and entertainment system > Telephone system > Outgoing calls cannot be heard
7. Select 'continue'.
8. Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module - Audio front control module' option.
9. Follow all on-screen instructions to complete this task.
10. Exit the current session.
11. Disconnect the SDD and the battery power supply from the vehicle.