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| Reference | SSM69578 |
| Models | LR4 / L319 |
| | LR2 / L359 |
| | Range Rover (All New) / L405 Range Rover Evoque / L538 |
| Title | Navigation error or freezing on the `Initializing` screen |
| Category | Electrical |
| Last modified | 10-Feb-2014 00:00:00 |
| Symptom | 207000 Entertainment Systems |
| Content | <p>Issue: A customer may report that when trying to access the Navigation system they have errors or the system freezes on the "Initializing" screen.</p> <p>Cause: Software compatibility issues</p> <p>Action: If a customer reports the concern detailed above an IAM software update will be required using SDD. To complete the update follow the instructions below:-</p> <ul style="list-style-type: none"> -Ensure DVD 135 patch 9 or later is loaded -Connect the vehicle to a suitable power supply -Connect SDD to the vehicle -Start a new diagnostic session -Enter symptoms: Electrical - Information and entertainment system - Entertainment System -From the "Extras" tab select "Configure existing module - Audio front control module" -When complete end the session, and disconnect SDD. -Disconnect the power supply |