TECHNICAL BULLETIN
LTB00712NAS1
05 JAN 2014

SECTION: 415-00

Incorrect Diagnosis Of Touch Screen Issues

AFFECTED VEHICLE RANGE:

LR2 (LF)
Model Year: 2013-2015
VIN: DH321215-FH439912

LR4 (LA)
Model Year: 2012 Onwards
VIN: CA596988 Onwards

Range Rover Evoque (LV)
Model Year: 2012 Onwards
VIN: CH000447 Onwards

Range Rover Sport (LW)
Model Year: 2014 Onwards
VIN: EA000002 Onwards

Range Rover (LG)
Model Year: 2013 Onwards
VIN: DA001274 Onwards

Range Rover Sport (LS)
Model Year: 2012-2013
VIN: CA717166-DA814822

MARKETS:

NAS

CONDITION SUMMARY:

This bulletin is for information only.

Situation: The Touch Screen (TS), also referred to as the Front Control Display Interface Module (FCDIM) or the High Line Display Front (HLDF), may be wrongly replaced when troubleshooting if issues are incorrectly attributed to it.

Cause: The TS may be incorrectly diagnosed as the source of the fault and replaced in error.
The Touch Screen is used only for displaying information to the user which will be generated by other modules in the vehicle. Although the selection is done THROUGH the Touch Screen, it must wait for a response from the selected module. Therefore, errors in specific functions should be resolved within the associated control module and should not result in the changing of the Touch Screen.
DO NOT change the Touch Screen for any of the following issues. Refer to the control module associated with the fault.
Audio Quality
A 'no or poor quality audio' concern should not result in a replaced Touch Screen. The amplifier, speakers and/or Integrated Audio Module (IAM) should be checked and thoroughly excluded first.
Bluetooth®
The IAM controls all Bluetooth® connectivity. Check the IAM system for correct functionality.
CD/DVD

Playback issues – Check the IAM for media integrity and mechanism issues. The eject function is controlled by the IAM although selection is through the Touch Screen.

Satellite Radio
Check the Digital Radio Control Module (DRCM) or associated antennas for correct functionality.

Greyed out buttons
Lost communications through the Media Oriented Systems Transport (MOST). Check the MOST ring for correct functionality.

Navigation
ROUTING/MAP, includes all images associated with the navigation including TRAFFIC UPDATES and VOICE INSTRUCTIONS. The Touch Screen only reacts as instructed by the IAM, therefore check the IAM for correct functionality.

Radio
Includes all issues of clarity, not finding channels, not storing radio channels correctly. Check antenna and/or IAM for correct functionality.

Action: Follow the Service Instruction outlined below.

PARTS:

No Parts Required

TOOLS:

No Tools Required

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
Information only	-	0	-	-

⚠️ **NOTE: Normal Warranty procedures apply.**

SERVICE INFORMATION:

1. Refer to appropriate TOPIx Workshop Manual.

2. For all models except Range Rover Evoque (L538), select TOPIx Workshop Manual Section, 415-00: Diagnosis and Testing - Information and Entertainment System.

   - For Range Rover Evoque (L538) only, select TOPIx Workshop Manual Section, 415-01: Diagnosis and Testing - Information and Entertainment System.

3. Go to the symptom chart section and find the related module issue/customer concern.

4. If unsure as to which component may be at fault, raise a Technical Assistance (TA) request through Technical HelpLine.

5. **Please note:** Warranty claims may be rejected if this procedure is not followed.