

Reference	SSM72275
Models	Discovery Sport / L550
Title	Sd Card initialisation Trouble shooting
Category	Electrical
Last modified	15-May-2015 00:00:00
Symptom	207000 Entertainment Systems

Content Note: Ensure the time clock is set prior to activationNote: Ensure the time clock is set prior to activation

Issue

SD card fails activation process

Cause

Process variation in the activation

Action

To activate the SD card (Recommended process):

1. From engine running with ignition on and the SD card removed enter navigation from the infotainment Home menu and accept the Disclaimer screen.
2. Wait for the warning popup to appear declaring that it could not detect an SD card. This will take approximately 1 minute, after which either "No navigation data available" or "SD card not detected" should be displayed. Note, if any popup appears that indicates an SD card is already present then check for existing SD cards in the SD card reader and remove.
3. Insert the SD card, provided with the vehicle, into the Navigation SD card reader, observing the following installation precautions on SSM72234
4. If the displayed warning popup shows a "Retry" select "Retry" and the system will automatically restart. If no "Retry" button is available the follow the steps to restart the infotainment system described below. Only when the infotainment system restarts from complete shutdown will it store the VIN data onto the SD card.
5. Once the infotainment system has restarted and the Home screen is displayed enter navigation and accept the disclaimer screen.
6. After selecting the disclaimer screen the navigation activating screen may be shown wait for approximately 1 minute. If the procedure has been successful then License Activation popup will be shown requesting the user to remove the SD card and activate the licence. This confirms that the VIN details are stored correctly and the SD card can be safely removed from the Media Panel, **Warning:- DO NOT remove the SD card prior to this as may cause corruption to the SD card.** Note: If No navigation data or SD card not detected is displayed then the system has not stored the VIN in which case the infotainment system needs to be restarted see below.
7. Turn the ignition off, remove the SD card from the Media panel and insert into the SDD laptop. Note: inserting the SD card into the tool locks the stored VIN to that licence and cannot be changed (please ensure that before inserting the SD card into the SDD tool that the correct vehicle was used in the above process).
8. Select the InControl Map update tool via SDD (available from the SDD main menu screen). *Warning do not remove SD card whilst the Application is running.*
9. If the previous steps have been followed correctly the VIN number of the vehicle will be shown on the LHS of the toolbox window. Note If the toolbox prompts for user to enter the vehicle VIN number manually then without entering the VIN close the toolbox, remove the SD card and repeat steps #1 to #9
10. Ensure that the VIN number displayed is correct for the intended vehicle.
11. Select "Activate" and wait for the process to complete. The system will confirm that the activation is complete. In case InControl Map Update tool reports an error or fails to activate the SD Card or appears to be stuck for more than 3 minutes, please close the tool, remove the SD Card, reinsert the SD Card into the SDD Laptop, and repeat Steps #8 to #11 once more. If the failure persists, please report the failure through Epqr.
12. Close the application and then remove SD card ensuring the application is closed.
13. With engine running and the infotainment system active, insert SD card, following installation precautions on SSM72234
14. Restart the Infotainment system following the instructions below. Note if "No navigation data available" or "SD card not detected" popups are shown then check the installation of the SD card and repeat the system restart function.
15. Select navigation, and confirm the map information is correct

CAUTION: SD cards activated with a particular VIN will only work in the vehicle with that VIN. Ensure that the correct vehicle is used in the above process.

CAUTION: SD cards are susceptible to Electro Static Discharge precautions should be made to ensure that the contacts are not touched during handling.

Restarting infotainment System

How to restart the infotainment

Shutting vehicle down

1. Turn off ignition and lock the doors. Wait for 4 minutes to ensure that the car has fully shutdown. After 4 minutes unlock the vehicle and start the engine.

Troubleshooting guide

When activating the SD card the navigation system could show the following popups (shown in attachment):

Popup 1: Navigation Activating: This is displayed while the navigations system is initialising. This should be shown for about 30 seconds before either another warning popup is shown or the map is shown. If persistently shown for longer than 3 minutes check SSM72234 SD card Write protection tab.

Popup 2: No navigation data available. Please insert SD Card: The system did not see a SD card present during system startup. Ensure SD card is fitted correctly, turn off ignition and lock vehicle using remote fob. Wait for two minutes before unlocking and re-entering navigation.

If this is shown with the SD Card present, replace with a second SD card (SD card does not have to be activated). Repeat the shutdown sequence and recheck, If Popup 4 or Popup 5 is shown then check original SD card can be recognised in the SDD activation tool.

Popup 3: SD card not detected!: Same as Popup 2 System did not see a SD card present during initialisation. Ensure SD card is fitted correctly and select retry to restart the system.

If this is shown with the SD Card present, replace with a second SD card (does not have to be activated). Repeat the shutdown sequence and recheck, If Popup 4 or Popup 5 is shown then check original SD card can be recognised in the SDD activation tool.

Popup 4: Navigation not activated: SD Card has been detected and read successfully However the SD card does not contain a valid activated map licence. Follow the activation process accordingly.

Popup 5: Navigation Not available... the licence does not match the vehicle VIN: The system has recognised a valid licence however, the VIN Number which was used to activate that licence does not match the vehicle VIN. Return SD card to the activation portal to check the VIN number and to confirm which is the correct vehicle for this SD card.

Popup 6:SD card read Error: The system has recognised the SD card and navigation has started correctly with a valid licence. However, during operation the data on the SD card has become erroneous. If this starts appearing frequently or consistently, the SD Card may need replacement.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.