

Reference	SSM37861
Models	Defender / L316 Discovery Sport / L550 LR2 / L359 LR3 / L319 LR4 / L319 Range Rover / L322 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L320 Range Rover Sport / L494
Title	Types of media that can/cannot be played in factory fit cd units
Category	Electrical
Last modified	03-Apr-2015 00:00:00
Symptom	207000 Entertainment Systems
Attachments	11incorrect media.pdf
Content	<p><u>Issue</u></p> <p>Over half of failed radio head units or separate cd players are found to have been loaded with incorrect media which is not compatible with Land Rover infotainment systems.</p> <p><u>Cause</u></p> <p>This is to make you aware of the types of media that may cause the unit to fail with the customer.</p> <p>They are Copy control compact discs (CCCD)</p> <p>Recordable compact discs (CD-R)</p> <p>Rewritable compact discs (CD-RW)</p> <p>Eco discs, which are very thin, only 0.6mm.</p> <p>Please refer to attachment for examples of discs that are known to have caused damage.</p> <p><u>Figure One</u></p> <p>Cd's with paper labels, here the label is peeling off. We do not recommend using stickers or paper labels on the CDs, as they may become warped due to the heat that develops in the CD drive or CD changer, and in some cases become tangled in the mechanism. In certain situations, the CDs can then no longer be ejected and cause damage to the CD player.</p> <p><u>Figure Two</u></p> <p>CDs that are warped, scratched, or have an abnormal edge. Also dirty disc's</p> <p><u>Figure Three</u></p> <p>Cracked Disc's</p> <p><u>Figure Four</u></p> <p>Abnormal shaped CD's</p> <p><u>Figure Five and Six</u></p> <p>Dual discs and examples of current discs that can be purchased.</p> <p><u>Action</u></p> <p>Note:</p> <p>When diagnosing a customer concern relating to the CD not playing that a genuine copyright CD (displaying the CD digital audio logo on the disc or packaging) is used to verify the issue.</p> <p>Do not use any other type of media format as the quality of the disc can not guaranteed.</p> <p>It is the recommendation that customers only use high quality 4.7 inches (12 cm) round discs 1.2 to 1.5mm thick, that show the compact disc digital audio logo on the disc or packaging</p> <p>You <u>MUST NOT</u> attempt to open the unit to confirm the type of media that has been used by the customer as this will invalidate the warranty.</p> <p>If a unit is to be returned that has customers CD's inside, <u>DO NOT</u> insert the transit bracket, as this damages the customers CD's and makes diagnosis impossible"</p> <p>The owners handbook will be updated to confirm which discs can/cannot be used.</p> <p>If a customer has repeat failures of head units /cd players you should discuss with them to ensure that they are using the recognised media.</p>

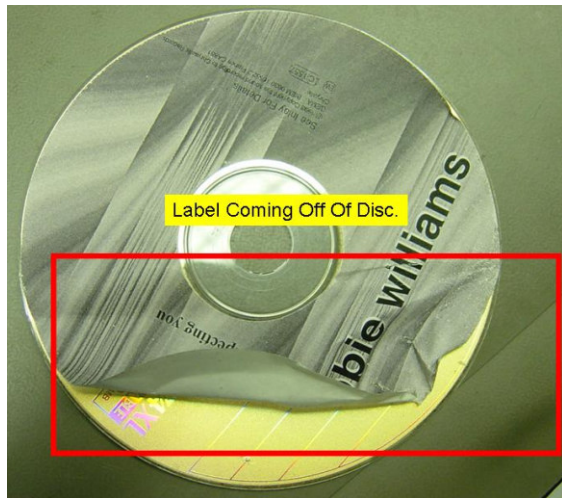


Figure One

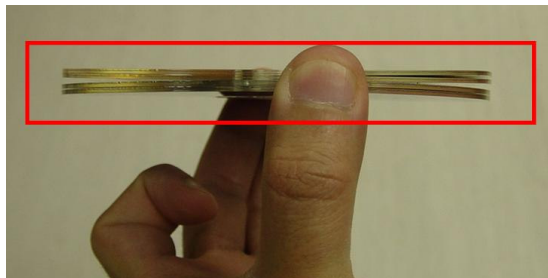


Figure Two

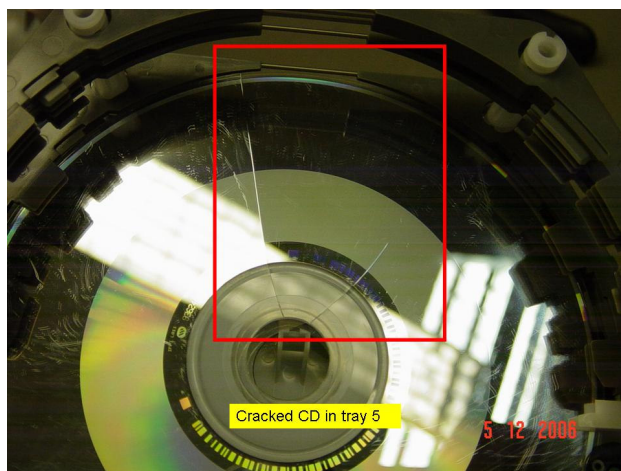


Figure Three



Figure Four



Figure Five



Figure Six

