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| Reference | SSM73416 |
| Models | LR4 / L319 |
| Title | 12MY LR4 - DVD System inoperative after radio replacement |
| Category | Electrical |
| Last modified | 05-Jun-2017 00:00:00 |
| Symptom | 207000 Entertainment Systems |

Content **Issue**

The customer may complain that after having the radio replaced for other issues, they are unable to play DVD's on the system with the message "Check DVD Region" displayed on-screen.

Cause

Due to a software mismatch between the ACM and the FCDIM, DVD access is denied because the DVD Region cannot be verified.

Action

Update the Audio Control Module to the latest software using SDD149.06 or later.

1. Attach a JLR approved Battery Support Unit to the vehicle.
2. Attach a JLR approved diagnostic system to the vehicle.
3. Begin a new SDD diagnostic session
4. For symptom selection enter: Electrical > Information and entertainment system > Entertainment system > Audio
5. Select the Recommendations Tab, then run and exit Datalogger to expose the Extras Tab
6. Select the Extras Tab, then run "Configure existing module - Audio front control module"
7. Follow on-screen prompts to complete the task.
8. Exit the current SDD session.
9. Disconnect the JLR approved diagnostic system and battery support unit.

Confirm proper DVD operation has been restored using a known good DVD disc.

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.