

Reference	SSM73415
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
Title	DVD Disc Error displayed on Touch Screen (In Control Touch Pro only)
Category	Electrical
Last modified	07-Jun-2017 00:00:00
Symptom	207000 Entertainment Systems

Content

Issue: A customer may report a concern that after a DVD is inserted in the Optical Disc drive on vehicles manufactured with the In Control Touch Pro infotainment system the following message is shown intermittently: 'Disc error – Check disc is clean and inserted correctly'.

Cause: Infotainment Master Controller module software.

Action: An ignition cycle will restore normal operation. The concern is currently being analysed by Land Rover and a Technical Bulletin will be released in the near future detailing the necessary repair procedure.

Note: Replacement of Infotainment Master Controller or the Optical Disc Drive or both will not rectify this issue. Please do not carry out any component replacement or further diagnosis until advised by Land Rover.

Note: A similar intermittent concern where the Touch Screen display's 'No DVD' is also currently being analysed and will be the subject of a separate communication in the near future. Please do not carry out any diagnosis or component replacement in an attempt to rectify the concern.

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.