

Reference	SSM69158
Models	LR3 / L319 Range Rover / L405 Range Rover Sport / L320 Range Rover Sport / L494
Title	No audio sound or AV button greyed out GEN2.1 (MOST reset)
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	<p>Issue: A customer may report a concern of no sound from the audio system, even when the volume is turned up. The Audio/Video button on touch-screen home page may also be greyed out.</p> <p>Cause: One of the modules situated on the MOST bus, such as Audio Amplifier Module or Audio Control Module, have a software conflict.</p> <p>Action: Perform diagnosis using Symptom Driven Diagnostics (SDD). If these checks reveal a particular module to be at fault, perform a 'hard reset' by disconnecting the module for at least 60 seconds before reconnecting. If this does not rectify the issue, continue diagnosis with reference to SDD and TOPIx.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>