

Reference	SSM72011
Models	Discovery Sport / L550 LR2 / L359 LR3 / L319 Range Rover / L322 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L320 Range Rover Sport / L494
Title	Incorrect diagnosis of Bluetooth connectivity
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Content	<p><u>Issue</u> The wrong component maybe replaced when troubleshooting Bluetooth connectivity in car.</p> <p><u>Cause</u> The front control display interface module (Touchscreen) has no effect on Bluetooth connectivity in the car and as such may be incorrectly diagnosed and replaced as the source of the issue.</p> <p><u>Examples of reported customer concerns</u></p> <p>BLUETOOTH AND USB DOES NOT WORK WHEN PLAYING MUSIC.</p> <p>TOUCH SCREEN GOING BLANK AND LOSS OF RADIO AND BLUETOOTH, AFTER A FEW MOMENTS THE RADIO POWERS UP.</p> <p>THE NAVIGATION, RADIO, BLUETOOTH IS NOT WORKING THE SCREEN WON'T EVEN TURN ON</p> <p>BLUETOOTH, PHONE AND RADIO ARE INOP.</p> <p>NAVIGATION, BLUETOOTH RADIO AT TIMES NO VOLUME AND SAYS ERROR HAVE TO TURN OFF AND RESTART TO MAKE WORK</p> <p>BLUETOOTH INTERMITTENTLY WONT CONNECT AND QUALITY OF SOUND IS POOR.</p> <p><u>Action</u> Please refer to the workshop manual in Topix by selecting the model and model year,</p>

Then select section 4 :Electrical- 415-01 Information and Entertainment Systems- diagnostic and testing - cellular phone or General information – 100 Service Information-100-00 General information for DTC information on modules.

If you are still unsure as to which component maybe at fault you are request to raise a Technical request(TA) through Dealer Technical Support(DTS)

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.