

Reference	SSM73768
Models	Discovery / L462 Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494 Range Rover Velar / L560
Title	No Audio on Meridian surround sound system
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Attachments	11meridian ssm.pdf

Content**Note**

Applicable to Range Rover, Range Rover Sport and Discovery from 17model year onwards

Velar, Discovery Sport and Evoque from 18my onwards

Issue

This SSM is for a “No Audio” symptom on the Meridian Surround Sound System. The surround sound system can be recognised in the Audio Settings menu. If you have a Meridian Surround Sound System then you will be able to see the surround sound modes as shown in the yellow box in ‘Attachment 1’.

Customer reports

- ‘No audio’ from any audio source. (USB, CD, Radio, DAB, Phone)
- Volume popup does not adjust when turning the volume knob or using steering wheel controls.
- Volume popup may not appear on screen at all when trying to change volume.

Cause

- There are a number of different causes.
- The Pathfinder (Version 143) guided flow will determine the correct action

Action

Note: The pathfinder guided flow will check software levels, hardware part numbers, DTCs and known issues to determine the correct fix.

- Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
- Follow the JLR approved diagnostic equipment prompts.
- Select 'Guided Diagnostics'
- Select 'Interior electrical features'
- Select 'Infotainment system'
- Select 'Audio'
- Follow the JLR approved diagnostic equipment prompts when asked 'What is the customer concern?' select 'No Audio'
- Follow the JLR approved diagnostic equipment prompts.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

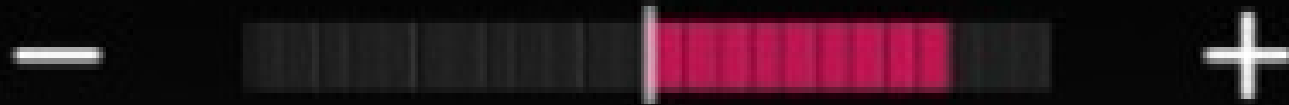
1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

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.

2:56 PM

Bass



Treble



Subwoofer



Stereo



DOLBY
PRO LOGIC IIx

dts
Neo:6

