



LTB01133NAS1

TECHNICAL BULLETIN

08 AUG 2018

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NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

SECTION:

415-01: Information and Entertainment System

SUBJECT/CONCERN:

Voice Echo During In-Vehicle Hands-Free Call

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:
Discovery Sport (LC)	2016-2018	516414-963393
Range Rover Evoque (LV)	2012-2018	600000-320723

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

During an in-vehicle call, the third party may experience an echo -- hearing their own voice -- after a short delay.


CAUSE:

This may be caused by incorrect installation of the speaker grille to the door trim causing consequential damage to the mid-range speaker.

ACTION:

Should a customer express this concern, follow the Workshop Procedure (Range Rover Evoque only) and appropriate Diagnostic Procedure below.

PARTS:

 NOTE:

Only if necessary; Range Rover Evoque only.

PART NUMBER	DESCRIPTION	QUANTITY
LR025876	Mid-range speaker	2
LR013135	Interior door trim panel clip	24

TOOLS:



E192494

Jaguar Land
Rover-approved
Midtronics battery
power supply



E179225

Jaguar Land
Rover-approved
diagnostic
equipment with
latest SDD
Software
Management Pack



E208514

Jaguar Land
Rover-approved
diagnostic
equipment with
latest
PATHFINDER
software

WARRANTY:

△ NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to JLR claims submission system to obtain the latest repair time.
- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

DESCRIPTION	SRO	TIME (HOURS)	CONDITION CODE	CAUSAL PART
Speaker - Mid-range - Modification - Single - Range Rover Evoque	86.50.89.58	0.3	12	LR075417
Speaker - Mid-range - Modification - Pair - Range Rover Evoque	86.50.89.59	0.6	12	LR075417
Update ECU - Audio Amplifier Module (AAM)	85.87.02	0.2	12	LR075417

NOTE:

Normal Warranty procedures apply.

SERVICE INFORMATION: RANGE ROVER EVOQUE ONLY

1



E217793

Possible damage to the mid-range speaker due to a weld tower present on the mid-range speaker grille.

WORKSHOP PROCEDURE: RANGE ROVER EVOQUE ONLY

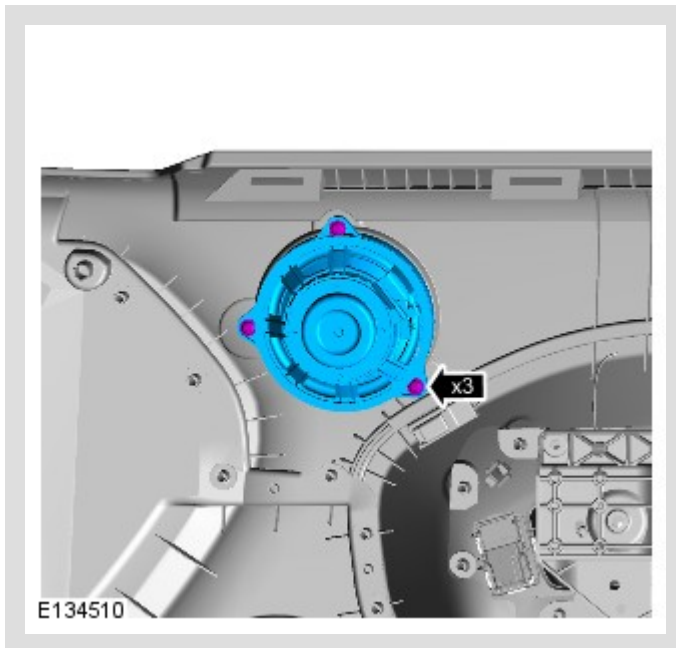
1 Verify the customer concern.

1 Make a call to a mobile phone which is connected to the vehicle's Bluetooth® system.

- If the customer's concern is not present, do not continue with this technical bulletin.
- If the customer's concern is present, go to the next Step.

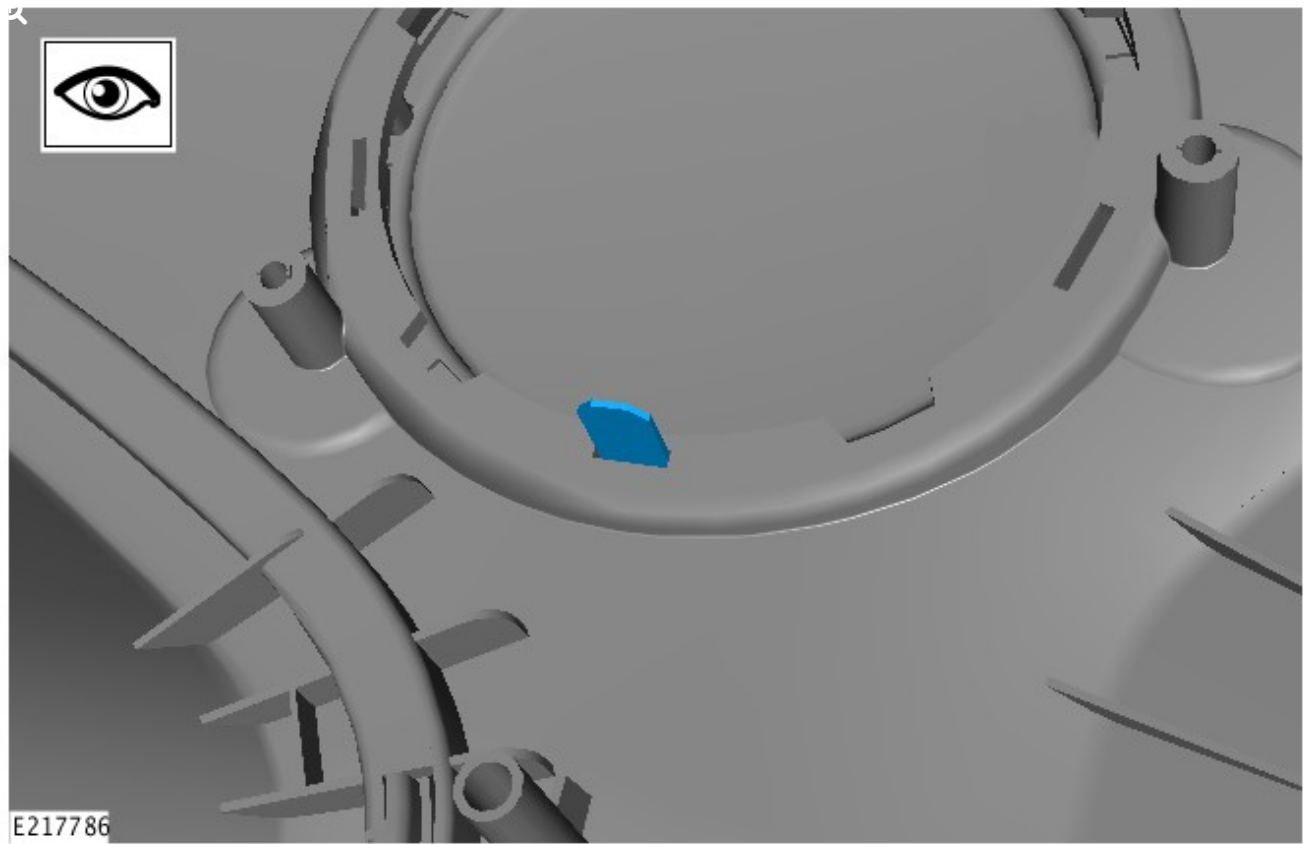
2 Remove the front left interior door trim (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Door Trim).

3



Remove the mid-range speaker.

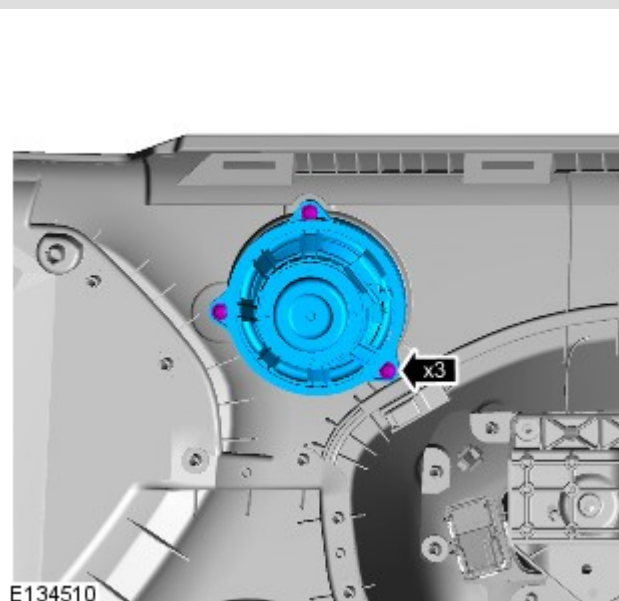
4



Inspect the mid-range speaker grille for the presence of a weld tower.

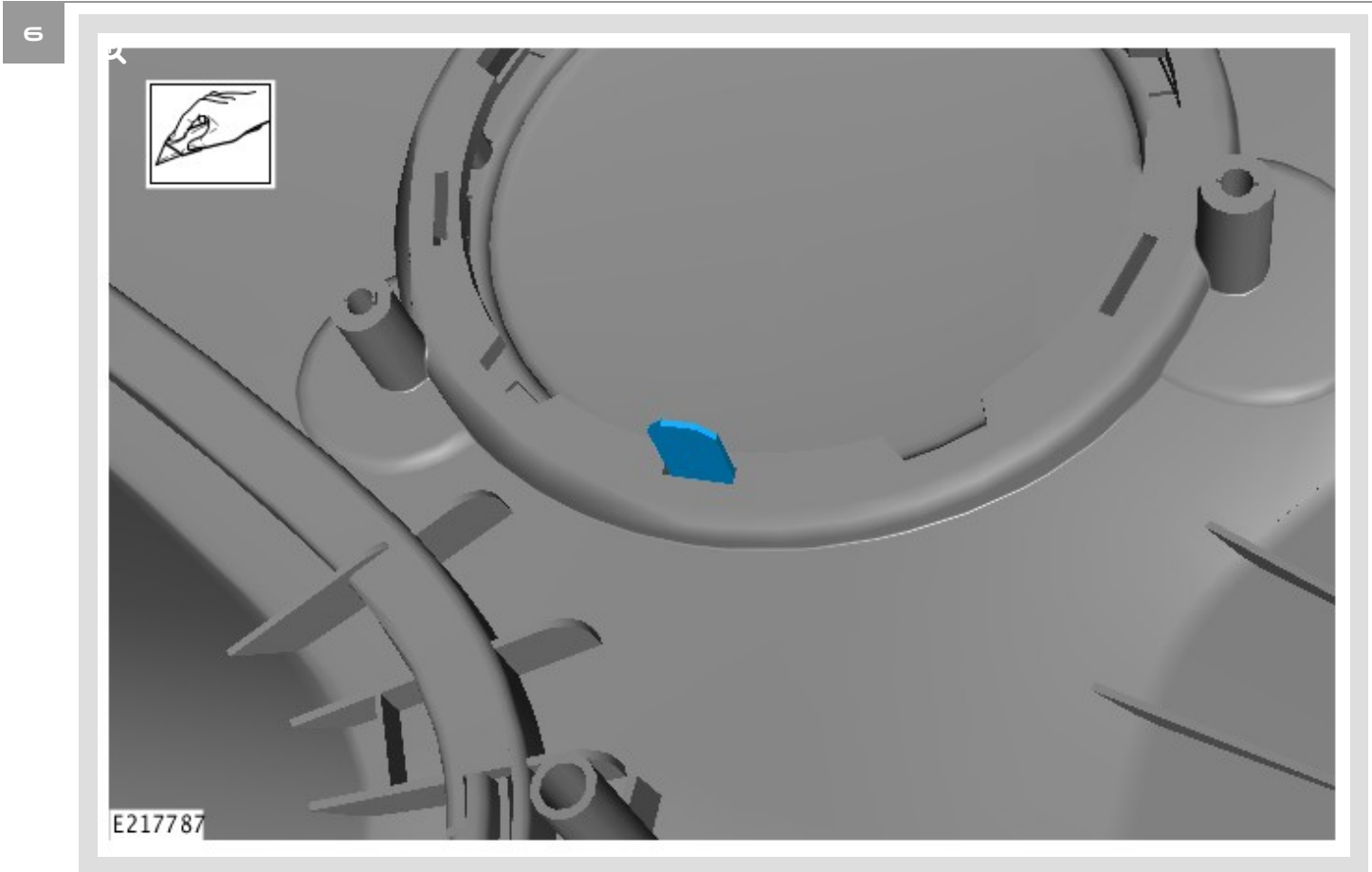
- If a weld tower is present, go to Step 6.
- If a weld tower is not present, go to Step 5.

5



Replace the removed mid-range speaker.


- Torque: **1 Nm**
- Go to Step 8.



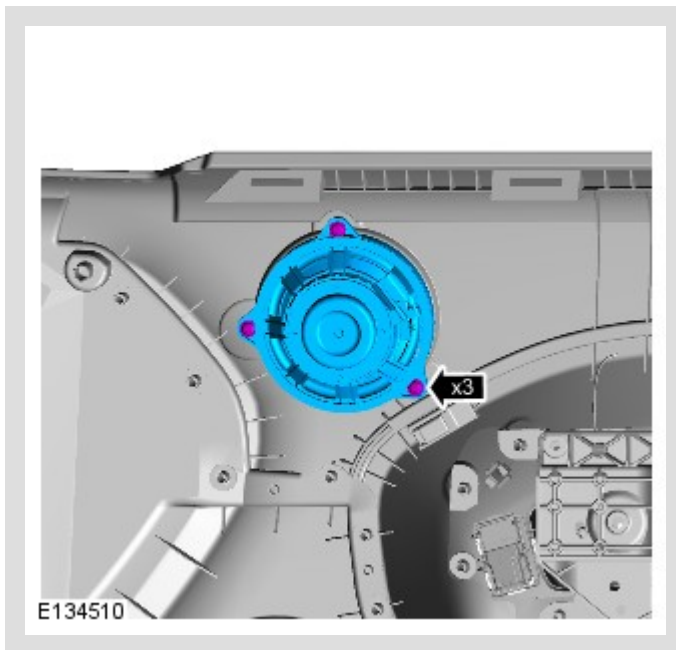
Use a suitable tool to remove the highlighted weld tower.

- Cut the weld tower to the height of the other weld towers.

7

 **NOTE:**

Renew the speaker only if damaged as shown in the Service Information section.



Renew the mid-range speaker.

- Torque: **1 Nm**

8 Install the front interior door trim (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Door Trim).

9 Verify the customer concern is no longer present.

1 Make a call to a mobile phone which is connected to the vehicle's Bluetooth® system.

- If the customer concern is not present, release the vehicle.
- If the customer concern is present, go to the next Step.

10 Remove the front right interior door trim (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - Front Door Trim).

11 Perform Steps 3-7.

12 Go to the appropriate Diagnostic Procedure below.

DIAGNOSTIC PROCEDURE:

This Diagnostic Procedure is only for the following vehicles requiring the Jaguar Land Rover-approved diagnostic equipment with Symptom Driven Diagnostics (SDD).

Discovery Sport (L550; 2017MY) - With InControl® Touch Pro™ Meridian® Digital Sound 11 speaker 380W audio system

Range Rover Evoque (L538C; 2016-17MY) - With InControl® Touch Pro™ Meridian® Digital Sound 11 speaker 380W audio system

Range Rover Evoque (L538; 2017MY) - With InControl® Touch Pro™ Meridian® Digital Sound 11 speaker 380W audio system

CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle startup battery during diagnosis / module programming.
- All ignition ON/OFF requests MUST be performed; failure to do these steps may cause damage to vehicle control modules.

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle startup battery.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment must be loaded with SDD154.00 Software Management Pack v298 (or later).

Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

- 3 Follow all on-screen instructions, allowing the diagnostic equipment to read the VIN, identify the vehicle, and initiating the data collect sequence.

- 4 If the hyperlink is not available:

- 1 Select **Diagnosis** from the Session Type screen.

- 2 Select the **Selected Symptoms** tab.

- 3 Select **Electrical - Information and entertainment system - Entertainment system - Audio - Audio distortion** OR
- 4 Select **Electrical - Information and entertainment system - Phone system - Sound poor**
- 5 Run and close the '**Datalogger**' tool to reveal the '**Extras**' tab.
- 6 Select the **Extras** tab.
- 7 Select **Run** to perform the '**Configure existing module - Audio amplifier module**' option.

5 Follow all on-screen instructions until the application completes successfully.

- 1 When prompted, select the **Clear DTCs** option following completion of the software download.
- 2 Follow the on-screen instructions until the application finishes successfully.
- 3 Go to the next Step.

6 Exit the current session.

- 1 Select the **Session** tab.
- 2 Select the **Close Session** option.

7 Disconnect the diagnostic equipment and battery power supply from the vehicle.

8 Verify the customer concern is no longer present.

- 1 Make a call to a mobile phone which is connected to the vehicle's Bluetooth® system.
 - If the customer concern is not present, release the vehicle.
 - If the customer concern is present, continue to investigate the issue (see TOPIx Workshop Manual section 415-01: Information and Entertainment System - Diagnosis and Testing - Speakers).
 - If no fault can be found, submit a Technical Assistance (TA).

DIAGNOSTIC PROCEDURE:

This Diagnostic Procedure is only for the following vehicles requiring the Jaguar Land Rover-approved diagnostic equipment with PATHFINDER:

Discovery Sport (L550; 2018MY) - With InControl® Touch Pro™ Meridian® Digital Sound 11 speaker 380W audio system

Range Rover Evoque (L538C; 2018MY) - With InControl® Touch Pro™ Meridian® Digital Sound 11 speaker 380W audio system

Range Rover Evoque (L538; 2018MY) - With InControl® Touch Pro™ Meridian® Digital Sound 11 speaker 380W audio system

CAUTIONS:

- A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle startup battery during diagnosis / module programming.
- All ignition ON/OFF requests MUST be performed; failure to do these steps may cause damage to vehicle control modules.

- 1 Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle startup battery.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment must be loaded with PATHFINDER version 180 (or later).

Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.

NOTE:

The Jaguar Land Rover-approved diagnostic equipment will read the correct Vehicle Identification Number (VIN) for the current vehicle and automatically take the vehicle out of Transit mode (if required).

Follow all on-screen instructions.

4 Select **ECU Diagnostics**.

5 Select **Audio Amplifier Module [AAM]**.

6 Select **Update ECU**.

- 1 Follow the on-screen instructions until the application finishes successfully.
- 2 Go to the next Step.

7 Exit the current session.

- 1 If required, reset the vehicle to **Transit mode**.
- 2 Select the **Exit** icon.

8 Disconnect the diagnostic equipment and battery power supply from the vehicle.

9 Verify the customer's concern is no longer present.

- 1 Make a call to a mobile phone which is connected to the vehicle's Bluetooth® system.
 - If the customer's concern is not present, release the vehicle.
 - If the customer's concern is present, continue to investigate the issue (see TOPIx Workshop Manual section 415-01: Information and Entertainment System - Diagnosis and Testing - Speakers).
 - If no fault can be found, submit a Technical Assistance (TA).