

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

## **SSM 74779 - XCL InControl Touch Pro (NGI) - No Audio Heard from Radio Feature (FM, AM & DAB)**

**Models :** Discovery / L462  
Discovery Sport / L550  
Discovery Sport / L550 (Brazil  
99J)  
Discovery Sport / L550 (China  
L2C)  
Evoque / L538  
Evoque / L538 (Brazil 99J)  
Evoque / L538 (China L2C)  
Evoque / L551  
Evoque/L551 (China/L2C)  
Range Rover / L405  
Range Rover Sport / L494  
Range Rover Velar / L560

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**Date Last** 10 APR 2020 13:05:23

**Updated :**

**Content :**Issue:

- Discovery - 17MY Onwards
- Discovery Sport - 17MY Onwards
- Range Rover - 17MY Onwards
- Range Rover Evoque - 16MY Onwards
- Range Rover Sport - 17MY Onwards
- Range Rover Velar - 18MY Onwards

JLR is investigating reports of Customers experiencing no audio available from the radio feature (FM, AM & DAB), specifically relating to reports of the touchscreen displaying "Radio not available" from vehicle start-up and continues for the entire drive.

Please confirm the issue with the following steps:

1. On start-up, audio is not heard for the radio feature
2. Press "Media" tile and it displays "Radio not available"
3. Wait for 2 minutes
4. Press "Media" tile again to go to the radio screen and to confirm audio is still not available.

Cause:

Unknown at this time.

Action:

**Do not replace or update the Infotainment Master Controller (IMC) for this concern.**

Once the issue is confirmed, please follow the steps below as a temporary workaround;

Pathfinder vehicles:

1. Ensure your Pathfinder tool is on PF277 or later
2. Connect a JLR approved Battery Support Unit
3. Follow the Guided Diagnostics in Pathfinder for this concern.
4. Please raise an ePQR, stating this SSM.

SDD vehicles:

1. Change the radio station or to another media, then go back to the radio source
2. Inform customer about the above steps of recovery
3. Please raise an ePQR, stating this SSM.

Thank you in advance for your assistance with this matter.

**Version : 2**