

# 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 74896 - L663 20MY Loss of SXM (Sirius XM Radio) audio and functionality

**Models :** Defender/L663 (SALEA7BUXL2000584)

**Engineer** Lengyel Tomáš

**Name :**

**Last** 15 JUL 2020 06:57:30

**Modified :**

**Category :** Electrical

**Symptom :** 207000 Entertainment Systems

**Content :** Issue:

SXM (Sirius XM Radio) audio and functionality is inoperative. Also impacting FM and AM Radio once in the error state. Other audio sources work as expected.

Cause:

Software error.

Action:

Recommended work around - Conduct a PIVI Pro reset. Press Volume / Power Button on Integrated Control Panel for more than 20 seconds with ignition on. Once the touch screen turns off, release the button. Wait for system to reboot.

This will recover SXM audio but issue may re-occur until a future software is made available and installed.

Note: A future software release is to follow shortly with the fix (L8B2-19L312-BL level software).