

Reference	SSM75708
Models	Defender / L663 Discovery / L462 Discovery Sport / L550 New Range Rover Evoque / L551 Range Rover Velar / L560
Title	USB Socket At Front Portable Media Interface Panel Inoperative Or Not Illuminating
Category	Electrical
Last modified	27-May-2022 00:00:00
Symptom	205000 Electrical Accessories

Content**Issue:**

A customer may report that the Universal Serial Bus (USB) in the Front Portable Media Interface Panel (FPMIP) is inoperative or intermittently does not communicate with Apple Car Play or Android Auto. In addition, there does not appear to be any illumination at the USB port.

Cause:

Currently under investigation.

Issue:

If a customer reports this concern, please carry out the following steps;

1. Check for any available PIVI SOTA updates and update as necessary. Re-check operation of the FPMIP and if operating correctly return the vehicle to the customer. If it is not operating correctly continue to the next step.
2. Disconnect and re-connect the electrical connectors to the FPMIP. Re-check operation of the FPMIP and if operating correctly return the vehicle to the customer. If it is not operating correctly continue to the next step.
3. Check for any continuity issue at the FPMIP earth connection and rectify it if necessary
4. If an issue is identified with the earth connection, please submit an electronic Product Quality Report (ePQR) detailing the repair carried out including photographs and return the vehicle to the customer. If there is no issue found during the continuity check, continue to the next step.

5. Please submit a Technical Assistance (TA) for the attention of EES_310 detailing the diagnostic steps carried out and any appropriate photographs or video clips demonstrating the reported customer concern.

Note: Please do not replace the FPMIP unless instructed via the TA.

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