LTB00642V3

TECHNICAL BULLETIN

20 OCT 2015

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SECTION:

415-00

SUBJECT/CONCERN:

Navigation System Defaults To A Regional Location

MARKETS:

All

CONDITION SUMMARY:

SITUATION:

A customer may express a concern that the navigation system reverts to a default location for their region. There are 2 failure modes, either intermittent or permanent as described below.

- **Intermittent**

1. After starting the vehicle, the voice notification "Welcome to the [country name]" is played.
2. On entering the Navigation after start-up, the vehicle icon shows itself in the region default, for example Belgium. Once GPS signal is acquired the vehicle icon jumps back to the actual location and the voice notification "Welcome to the [country name]" is played.
3. All other features of the Navigation system work normally.

- **Permanent**

This only exists in Integrated Audio Module (IAM) MCM-E level units. To find out what hardware is fitted to the vehicle select the "Part Information" icon on the Vehicle Statement Of Health (VSOH) on SDD.

1. After starting the vehicle, the voice notification "Welcome to the [country name]" is played.

2. On entering the Navigation after start-up, the vehicle icon shows itself in the region default, for example Belgium. Once GPS signal is acquired the vehicle icon jumps back to the actual location and the voice notification "Welcome to the [country name]" is played.

In addition

After starting the vehicle:

-Previous Destination list is unavailable (all items are deleted, button is greyed out).

-In EU, Destination entry by Postcode is unavailable (button is greyed out) .

-Search area changes to region default, example Belgium.

-Current route is removed (deleted) in next ignition cycle.

This version has been created to update the Parts section.

CAUSE:

A software issue or hard fault with the IAM.

Suggested Customer Concern Code - A59.

NOTE:

> You must carry out the instruction to download the latest software first, under no circumstance must a module be ordered or replaced until it has been confirmed that the software update has not resolved the issue and all of the symptoms for module replacement are confirmed.

ACTION:

Should a customer express concern, follow the Diagnostic Procedure below.

Intermittent - Download new software to the IAM.

Permanent - Replace the IAM.

PARTS:

NOTE:

Please refer to Microcat for any updates to these part numbers.

PART NUMBER	DESCRIPTION	QUANTITY
LR071116	Integrated Audio Module - ASIA	1
LR079509	Integrated Audio Module - EURO	1
LR079510	Integrated Audio Module - NAS	1
LR079512	Integrated Audio Module - ROW	1
LR065361	Integrated Audio Module - ROW2	1

TOOLS:

E179225

DVD143.03 AND CALIBRATION FILE 219 LOADED OR LATER

JLR approved diagnostic tool.

JLR approved battery support unit

E179226

WARRANTY:

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use TOPIx 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
Configure existing module - Integrated Audio Module	86.90.37	0.7	42	LR052071
Freelander 2/LR2 (LF) - Head unit - renew	86.50.81	0.4	42	LR052071
Range Rover Evoque (LV) - Head unit - renew	86.50.81	0.4	42	LR052071
Discovery 4/LR4 (LA) - Head unit - renew	86.50.81	1.1	42	LR052071
Range Rover Sport (LS) - Head unit - renew	86.50.81	0.6	42	LR052071
Range Rover (LG) - Head unit - renew	86.50.81	0.5	42	LR052071

NOTE:

Normal Warranty procedures apply.

DIAGNOSTIC PROCEDURE:

NOTE:

The Integrated Audio Module (IAM) may be also referred to as the Audio Control Module (ACM).

Intermittent Fault.

1.
      CAUTION:

> This procedure requires DVD143.03 and Calibration File 219 loaded or later.

Connect the JLR approved battery support unit.

2. Connect the JLR approved diagnostic tool to the vehicle and begin a new diagnostic session, by reading the VIN for the current vehicle and initiating the data collect sequence.

3. Follow the prompts.

4. Where no internet access is available.

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

    - **2.** Select the Symptoms tab and enter any of the following Symptom(s).

        - Electrical - Information and entertainment system - Navigation system.

    - **3.** Select the Recommendations tab.

    - **4.** Configure existing module - Audio front control module.

5. When all tasks are complete, exit the current session by selecting the Session tab and then selecting the Close Session option.

6. Disconnect the JLR approved diagnostic tool and battery support unit.

Permanent fault - IAM MCM-E units only

7. Replace the Integrated Audio Module (see TOPIx Workshop Manual, section 415-00).