

Reference	SSM73521
Models	Discovery Sport / L550 LR2 / L359 LR3 / L319 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L320 Range Rover Sport / L494
Title	Navigation map update process fails.(Gen2.1 only)
Category	Electrical
Last modified	02-Nov-2017 00:00:00
Symptom	207000 Entertainment Systems

Content**Issue**

When attempting to update the Navigation maps to a newer level the update fails and the Navigation becomes either slow to respond or no functionality at all.

Cause

During the map update process the software download had an interrupt which corrupted the software.

Action

The only available action is to replace the Intergrated Audio Module (IAM) as the maps cannot be reloaded once used. Replacing the IAM will include the latest level Navigation map and updated functionality

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.