

<b>Reference</b>	SSM72774
<b>Models</b>	Discovery Sport / L550 Range Rover / L405 Range Rover Evoque / L538 Range Rover Sport / L494
<b>Title</b>	Connectivity issues through USB
<b>Category</b>	Electrical
<b>Last modified</b>	16-May-2018 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><b><u>Issue</u></b> A customer may report a concern that, when an external media source is connected to the In Car Entertainment system using the relevant USB cable only, the device is not connecting to the vehicle.</p> <p><b><u>Cause</u></b> Poor quality connectivity(damaged/sub-standard quality components)</p> <p><b><u>Action</u></b> Upon diagnosis of a customer report, carry out the following steps: 1. Check that the external media source and/or lead is not at fault by substituting the lead and /or the external media source and listening to playback of music</p> <p><b>Note: Please verify with a lead which <u>must</u> be in good condition. Some leads have been known to cause issues due to poor quality cable and connector components used in manufacturing. (An assortment of leads from various manufacturers would be useful to show a customer variation in lead capability prior to sourcing a replacement)</b></p> <p>2. Check the external media source socket and connections to the USB are not at fault. (Dusty/dirty/damaged). 3. Check that the connections to the Audio Control Module (ACM) or Infotainment Control module(IMC) are fully latched and there are no backed out pins. 4. If any of the above are found to be at fault, rectify as necessary, then retest for symptoms. 5. Only replace the ACM/IMC if symptoms persist giving a full fault description and analysis for returned part.</p> <p>For further support in diagnosing this issue please contact Dealer Technical Support (DTS)</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p>

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.