

Reference	SSM73705
Models	Discovery / L462
Title	New Discovery - InControl Touch Pro - CD/DVD Inoperative
Category	Electrical
Last modified	16-May-2018 00:00:00
Symptom	207000 Entertainment Systems
Attachments	11L462 ODD CCF error VIN list.pdf

ContentIssue:

CD/DVD disc can be inserted into the vehicle but will not play or eject.

Cause:

Car Configuration File error. Please refer to attached VIN list for vehicle/market affected.

Action:

1. Run download CCF to Gateway module via Pathfinder
 2. Run IMC Variant Configuration via Pathfinder
 3. Clear and check DTC's
 4. Check CD/DVD tile is present on the audio source page and check operation.
- Note:- UPS release to follow.

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.

SALRA2AN9JA047557	AUSTRALIA
SALRA2AK5JA047559	AUSTRALIA
SALRA2AK5JA047562	AUSTRALIA
SALRA2AK9JA047564	AUSTRALIA
SALRA2BN8JA047449	BELGIUM
SALRA2BK6JA047455	BELGIUM
SALRR2RK9JA047450	CANADA
SALRR2RK2JA047452	CANADA
SALRT2RK1JA047461	CANADA
SALRR2RV1JA047467	CANADA
SALRR2RK8JA047472	CANADA
SALRR2RV6JA047495	CANADA
SALRR2RK4JA047503	CANADA
SALRT2RKXJA047510	CANADA
SALRR2RV4JA047513	CANADA
SALRR2RK7JA047527	CANADA
SALRR2RK9JA047531	CANADA
SALRR2RV8JA047532	CANADA
SALRR2RK1JA047555	CANADA
SALRT2RK9JA047563	CANADA
SALRA2BN6JA047451	FRANCE
SALRA2BN2JA047561	FRANCE
SALRA2BK4JA047454	GERMANY
SALRA2BN5JA047456	GERMANY
SALRA2BN7JA047460	GERMANY
SALRA2BN2JA047463	GERMANY
SALRA2BK9JA047465	GERMANY
SALRA2BN1JA047468	GERMANY
SALRA2BN1JA047471	GERMANY
SALRA2BN9JA047475	GERMANY
SALRA2BK5JA047477	GERMANY
SALRA2BN6JA047479	GERMANY
SALRA2BK5JA047480	GERMANY
SALRA2BN6JA047482	GERMANY
SALRA2BK2JA047484	GERMANY
SALRA2BN5JA047487	GERMANY
SALRA2BN5JA047490	GERMANY
SALRA2BKXJA047491	GERMANY
SALRA2BK3JA047493	GERMANY
SALRA2BN1JA047499	GERMANY
SALRA2BK9JA047501	GERMANY
SALRA2BN8JA047502	GERMANY
SALRA2BK4JA047504	GERMANY
SALRA2BN3JA047505	GERMANY
SALRA2BK1JA047508	GERMANY
SALRA2BN0JA047509	GERMANY
SALRA2BK3JA047512	GERMANY
SALRA2BN4JA047514	GERMANY
SALRA2BN8JA047516	GERMANY
SALRA2BN3JA047519	GERMANY
SALRA2BN7JA047524	GERMANY
SALRA2BK3JA047526	GERMANY
SALRA2BN4JA047528	GERMANY
SALRA2BK9JA047529	GERMANY
SALRA2BN8JA047533	GERMANY
SALRA2BN3JA047536	GERMANY
SALRA2BK1JA047539	GERMANY
SALRA2BN9JA047542	GERMANY
SALRA2BK5JA047544	GERMANY
SALRA2BK2JA047534	GREECE
SALRA2BV9JA047458	JORDAN
SALRA2BK3JA047459	KOREA
SALRA2BK3JA047462	KOREA
SALRA2BK0JA047466	KOREA
SALRA2BK6JA047469	KOREA
SALRA2BKXJA047474	KOREA
SALRA2BK4JA047485	KOREA
SALRA2BKXJA047488	KOREA
SALRA2BK2JA047498	KOREA
SALRA2BK9JA047515	KOREA
SALRA2BK4JA047521	KOREA
SALRA2BK6JA047522	KOREA
SALRA2BK5JA047530	KOREA

SALRA2BK9JA047546	KOREA
SALRA2BV5JA047523	LEBANON
SALRA2BK4JA047549	NETHERLANDS
SALRA2AK6JA047554	SOUTH AFRICA
SALRA2AV6JA047550	UNITED KINGDOM
SALRR2RV1JA047453	USA
SALRR2RK1JA047457	USA
SALRR2RK9JA047478	USA
SALRT2RK0JA047483	USA
SALRT2RK1JA047492	USA
SALRR2RK2JA047497	USA
SALRT2RK7JA047500	USA
SALRT2RK2JA047517	USA
SALRT2RK4JA047518	USA
SALRT2RK1JA047525	USA
SALRT2RK4JA047535	USA
SALRT2RK7JA047545	USA
SALRT2RK2JA047548	USA
SALRR2RK4JA047551	USA
SALRR2RK8JA047553	USA
SALRT2RK1JA047556	USA
SALRR2RK7JA047558	USA
SALRT2RK3JA047560	USA