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| <b>Reference</b>     | SSM72852                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Models</b>        | Discovery Sport / L550<br>Range Rover / L405<br>Range Rover Evoque / L538<br>Range Rover Sport / L494                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Title</b>         | InControl Touch Pro, radio inoperative, unable to tune or change radio bands                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <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></p> <p>When in a radio function such as FM, AM, DAB/HD the following behaviour is seen:</p> <p>When making a selection using left or right tune soft key buttons or when selecting an alternative radio band (ie trying to change from FM to DAB) there is no response from touch screen and audio output remains distorted.</p> <p>The DTC B14D3-96 may also be stored in the Infotainment Master Controller (IMC) suggesting a radio tuner component internal failure.</p> <p><b><u>Cause</u></b></p> <p>When using the InControl Touch Pro system an “apparent” no reception can be caused by the radio band not having any stations shown on the STATION LIST.</p> <p>STATION LIST EMPTY (found via FIND) means there will be no seek up/down functionality.</p> <p><b><u>Action</u></b></p> <p>In order to confirm this, additional radio frequencies must be manually set using the keypad by following the instructions below:-</p> <p>From the Radio home screen, note the currently tuned to frequency, then press FIND.</p> <p>Select the STATION LIST and ensure the currently tuned to frequency is highlighted.</p> <p>Now select the direct tune frequency KEYPAD.</p> <p>Enter a different “new” frequency.</p> <p>Select the STATION LIST and ensure the new frequency is highlighted.</p> <p>(Note. On AM this may take up to 30 seconds to change).</p> <p>If the new frequency is highlighted, the Radio is operating correctly.</p> <p>If the new frequency is not highlighted, the radio is not operating</p> |

correctly and the following process must be carried out:-

Change source and then return to radio (i.e. Select CD or Media Library and return to Radio)

If the procedure is successful there is no problem with the radio function in the IMC. It is just as a result of there being no stations available.

If the procedure fails continue with the normal diagnostic procedure and raise a Technical Assist (TA) if you still have issues.

If under further investigation using SDD DTC B14D3-96 is stored in the Infotainment Master Controller (IMC) suggesting a radio tuner component internal failure it should be disregarded.

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.