

Models LM - New Range Rover
LA - Discovery 3
LS - Range Rover Sport

Title DVD disc condition that will inhibit playback

Last Modified 08-DEC-2008 09:35

Category Electrical

Symptom 207000 Entertainment Systems

Issue

Degraded DVD discs due to scratches, finger marks, dust and dirt seriously inhibit play back quality of DVD's

Cause

This is to make you aware of the types of damage that can degrade DVD play back and in some cases not play at all resulting in the replacement of the DVD player.

See attachment

Figure 1

Scratches can cause failure to play and intermittent play back problems.

Figure 2

Dirt, Finger prints, dust. If the surface of the disc is heavily marked with dirt or dust this can impede play back.

Action

You must ensure that a good disc is tried in a unit where a customer has complained of this issue to confirm a fault with the unit. Please check the condition of disc's being used by the customer and refer them to the information covered in the "loading a dvd/cd" section of the rear seat entertainment manual provided in the information pack supplied with the vehicle.

Note

It is also very important that the door is closed after loading the cassette to prevent dust ingress on to the discs and laser. This is also covered in the "loading a dvd/cd" section.

Figure 1
Scratched discs

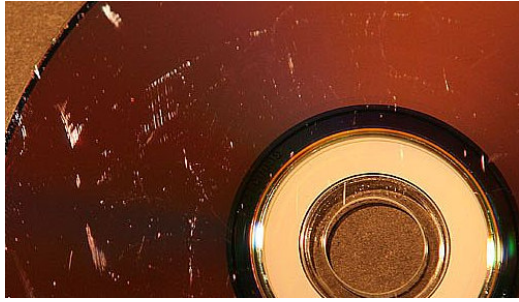


Figure 2
Dirt , finger prints, dust

