Subject/Concern: Mobile Phone Concerns

Models:		
Discovery 3 / LR3	All vehicles with factory-fit option installed	All vehicles with factory-fit option installed VIN-range: 6A342881-8A475081
Range Rover (LM)	All vehicles with factory-fit option installed	All vehicles with factory-fit option installed VIN-range: 6A198058-8A271511
Range Rover Sport (LS)	All vehicles with factory-fit option installed	All vehicles with factory-fit option installed VIN-range: 6A900290-8A165143

Markets: All Section: 419-08

Summary:

Customer concerns with the operation of their mobile phone when used with the vehicle:

Having performed a Diagnostic Fault Code (DTC) download it is found that DTC 9A0047 (DSP fault watch dog) or F00054 (MOST not configured - incorrect voice language) are logged in the phone module.

The phone will work for a period of time (some weeks or even months), then the vehicle does not recognize the phone when placed in the cradle. A voltage spike has corrupted the memory chip in the module, causing a total lack of communication from phone to vehicle.

Phone system locks-up while calling, and the signal is lost (Motorola V3 phone only).

Phonebook will not appear on touchscreen. This can be caused by the customer having only one number stored in the phone SIM card.

Automatic connect fails, if the phone is switched 'ON' during a journey. This can happen when the phone is switched 'ON' after starting the vehicle.

Bluetooth fails to reconnect after stored and then removed from the cradle. This can happen when (phone connects via Bluetooth) the phone is inserted and then removed from the cradle, and then fails to reconnect to Bluetooth.

NOTE: From the end VINs the phone system has changed. The phone cradle has been removed. Voice language is only available via the navigation system. Phonebook over Bluetooth is offered as a standard feature.

Cause: Software. Suggested Customer Concern Code - A86.

Action: Should a customer express concern, reconfigure the Cellular telephone control module. Follow the Service Instruction outlined below.

Labour Time:		
Operation Description	**Operation No.**	**Time**
Reconfigure the Cellular telephone control module	86.90.08	1.1 hours

Repair/Claim Coding: Causal Part: XVJ500350
ACES Condition Code: 42

Defect Code:

Service Instruction

1 .

⚠️**CAUTION: This procedure requires IDS DVD111 Patch File 6 software or later.**

   Connect a Midtronic battery conditioner/power supply to the vehicle.

2 .   Connect IDS to the vehicle and begin a new diagnostic session by entering the correct VIN for the current vehicle.
3 .   When prompted 'Do you wish to read diagnostic trouble codes?', select 'No' and then press 'tick' to continue.
4 .   Select 'Vehicle Configuration' then 'Module Programming'. From the menu select 'Configure Existing Modules'.
5 .   Select 'Cellular telephone control module'.
6 .   Follow all on-screen instructions to complete this task.
7 .   When the task is completed, exit the current session.
8 .   Disconnect IDS and the battery charger/power supply.