



TECHNICAL BULLETIN

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CIRCULATE: TO

Service Mgr
X

Warranty
X

Workshop
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Body Shop
X

Parts
X

SECTION: 415-00

DVD Entertainment System Diagnostics

AFFECTED VEHICLE RANGE:

Range Rover Sport (LS)

VIN: All with Factory-installed DVD

CONDITION SUMMARY:

TROUBLESHOOTING DVD SYSTEM

Situation: This bulletin has been issued to aid Retailers when diagnosing faults within the DVD entertainment system.



NOTE: The diagnostic instruction in this Bulletin apply to factory-installed DVD systems only.

Action: Follow the diagnostic steps in the Repair Procedure section of this bulletin to ensure an accurate diagnosis of the factory-installed DVD system.

PARTS:

Information only

WARRANTY:

Normal warranty policy and procedures apply.

NOTE: The information in Technical Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers." If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether the bulletin applies to a specific vehicle.



REPAIR PROCEDURE

GENERAL MEDIA INSPECTION AND CAUTIONS



CAUTION: The DVD player does not play High Definition DVD disks, DVD-ROMs, DVD-RAMs, Photo CDs, MP3s or DVD plus discs. Genuine disks must be used and NOT copies made on DVD-R or DVD-RW disks.



CAUTION: The DVD player will not play CD/DVD combination disk formats due to the increase in the thickness of the disk.

1. Verify that the discs being used are original media DVD discs and not copies or variant formats.
2. Inspect for scratched or damaged disks. There is no guarantee that damaged disks will work.



NOTE: The DVD player will only play disks marked with the region code for the area in which the vehicle was purchased, or discs coded for all regions.

3. Refer to the table below to verify that the correct regional disk is being used.

Region	Countries	World Map of Regions
0	No Region Coding	
1	United States of America, US Territories, Canada	
2	Europe, including France, Greece, Turkey, Egypt, Arabia, Japan and South Africa	
3	Korea, Thailand, Vietnam, Borneo and Indonesia	
4	Australia and New Zealand, Mexico, the Caribbean, and South America	
5	India, Africa, Russia and former USSR countries	
6	Peoples Republic of China	
7	Unused	
8	Airlines/Cruise Ships	
9	Expansion (often used as region free)	



SOUND ISSUES

1. If no sound is heard from the Rear Seat Entertainment (RSE) system inspect for poorly made connection at the RSE module, Amplifier, DVD unit or harness.
2. If no sound is heard from the speakers but the headphones work, check the Black fiber-optic cable (Sony Phillips Digital Interface) that runs from the rear of the DVD unit (connector C2853-1) to the amplifier (connector C2958-1) underneath the right-hand front seat.
3. If the headphones are not working, determine if the headphones are "muted" from Supervisor screen (refer to User Handbook).
4. If the volume on the headphones is low, determine if the Audio Volume Limiter is set from Supervisor screen (refer to Users Handbook).

ON SCREEN FAILURE MESSAGE FOR MECHANISM ISSUES



NOTE: If there is a mechanism error on the DVD changer, the unit will display 'MECHA ERROR' on the rear LCD screens and the High Line Display Front (HLDF) screen. The message will remain until the mechanism error has been resolved.

1. Press the eject button to confirm a fault is present.
2. Observe the message disappear.



NOTE If the fault still exists the message will reappear. An Internal fault in the DVD player is only one possible cause.

3. If the message reappears, determine the possible Root Cause and a solution as follows:
 - Determine if a DVD Changer cartridge is stuck in the DVD Player.
 - Eject the cartridge
 - Inspect for an incorrect magazine in DVD player (e.g. a CD magazine).
 - Investigate for an incorrect disk type causing jamming of mechanism.
 - Insert the cartridge into the DVD player.
 - If the message returns, insert an alternative disk or magazine to eliminate the originally installed disk as the cause of the problem.
 - If the message remains, cycle the vehicle ignition.
 - If required, disconnect and reconnect the vehicle battery.

HIGH TEMPERATURE



NOTE: If the DVD-Changer's internal temperature exceeds its normal working parameters the unit will display the following message 'HI-TEMP' on the rear LCD screens and the HLDF screen. In the event of a 'HI-TEMP' message being displayed, the DVD-C mechanism will stop. After the internal temperature has reduced the 'HI TEMP' error message should disappear. An internal fault is also a possible cause.

If the DVD player has been exposed to an excessively high temperature environment and the 'HI TEMP' message is displayed, allow the unit to cool before retesting.

4. Perform the following to clear the fault:
 - Allow the temperature of the DVD unit to stabilize at a lower temperature.
 - If the message remains, cycle the vehicle ignition.
 - If required, disconnect and reconnect the vehicle battery.



LOW TEMPERATURE



NOTE: In the event of the DVD-changer being exposed to very low temperature the unit will display the message 'DVD LOW-TEMP' on the rear LCD screens and the HLDF screen. In the event of a 'DVD LOW-TEMP' message being displayed, the DVD-C mechanism will stop. After the internal temperature has increased the 'DVD LOW TEMP' error message should disappear. An internal fault is also a possible cause.

1. If the DVD player has been exposed to an excessive low temperature environment and the 'DVD LOW TEMP' message is displayed, allow the unit to warm up before retesting.
2. Perform the following to clear the fault:
 - Allow the temperature of the DVD unit to stabilize at a higher temperature.
 - If the message remains, cycle the vehicle ignition.
 - If required, disconnect and reconnect the vehicle battery.

VIDEO SIGNAL IS INCORRECT



NOTE: If an incorrectly formatted DVD is installed in the DVD-C (for example a Region 2 PAL DVD disc used in a Region 2 NTSC DVD-C player) the message 'VIDEO SIGNAL SYSTEM IS NOT CORRECT' will be displayed on the front and rear LCD screens.

1. If the message 'VIDEO SIGNAL SYSTEM IS NOT CORRECT' appears, investigate the possible Root Cause:
 - Selected DVD player video settings are the wrong format
 - DVD disk loaded is of a different format than the DVD.
 - Corrupted or damaged (scratched or dirty) disk cannot be read.
2. If a cause is determined, make the appropriate corrections as follows:
 - Check and replace any damaged disks.



NOTE: The remote control can select between the NTSC and PAL video formats. The message should clear once the correct video format has been selected.

- Press and hold the On/Off switch at the side of the remote control to select the correct video format. (Figure 1)
- If the message remains, cycle the vehicle ignition.
- If required, disconnect and reconnect the vehicle battery.

Figure 1





REGIONAL CODE VIOLATION



NOTE: DVDs are coded to allow them to play only in the region in which they are sold. Some are coded to allow them to play in any region. The DVD player will only play disks marked with the region code for the area in which the vehicle was purchased (e.g. Region 1 USA, US Territories and Canada), or disks coded for all regions (Region 0 – Region Free)

1. Refer to section "General Media Inspection and Cautions", to identify the code that applies.
2. Determine if the DVD disk region format is incorrect for the DVD Player (e.g. Region 2 disk being played on a Region 1 Player)
3. Investigate other possible reasons for the DVD fault:
 - An illegally copied disc is being used in the player.
 - Corrupted or damaged (scratched or dirty) disc cannot be read.
 - Compatible region disk is being used for the DVD player.
4. Check and replace any damaged disks.
5. If the message remains, cycle the vehicle ignition.
6. If required, disconnect and reconnect the vehicle battery.

DVD ERROR



NOTE: The 'DVD ERROR' message will only be displayed on the rear LCD screens when there is a communication error in the Rear Seat Entertainment system.

1. Investigate the following possible Root Causes:
 - Connector fault between the DVD player and the Video Switching Unit.
 - Low voltage to the DVD player detected.
2. Resolve the DVD ERROR message fault as follows:
 - Check all connections to the DVD player.
 - Check all connection to the Video Switching unit.
 - Check voltage supply to DVD player.
 - If the message remains, cycle the vehicle ignition.
 - If required, disconnect and reconnect the vehicle battery.

LCD – HIGH TEMPERATURE



If the LCD screen detects high temperature, an on-screen 'LCD HI-TEMP' message will display on the LCD screens only. The message will be displayed for ten seconds and then the LCD back lamp will turn off. When the internal temperature has been reduced the LCD screen will operate normally.

1. Determine the possible Root Causes:
 - LCD screen has been exposed to an excessive high temperature environment.
 - Internal fault in the LCD screen.
2. Resolve the 'LCD HI-TEMP' message fault as follows:
 - Allow the screen to cool before retesting. The fault should clear once temperature of screen has stabilized.
 - If the message remains, cycle the vehicle ignition.
 - If required, disconnect and reconnect the vehicle battery.