



TECHNICAL BULLETIN

No: LTB00202
Issue: 1
Date: 09 FEB 2009

CIRCULATE TO:

Service Mgr
X

Warranty
X

Workshop
X

Body Shop

Parts
X

SECTION: 419

Navigation System Routing Errors - Repair Procedure

AFFECTED VEHICLE RANGE:



NOTE: Vehicles prior to the listed VIN ranges may experience the concerns described if the Navigation DVD has been replaced with the affected DVD part number listed.

LR3 (LA)

VIN: 8A453578 - Onwards

Model Year: 2008 - Onwards

Range Rover (LM)

VIN: 8A267257 - Onwards

Model Year: 2008- Onwards

Range Rover Sport (LS)

VIN: 8A133901 - Onwards

Model Year: 2008- Onwards

CONDITION SUMMARY:



NOTE: Vehicles within the affected range may exhibit either or both of the concerns if using the DVD listed, regardless of model year.

Situation: Vehicles fitted with Navigation system map DVD part number **6H42-10E898-BB** (labeled '2007 - 2008') may experience one or more of the following concerns:

- Navigation routes are significantly longer than expected
- Navigation system does not provide the chosen correct city (final destination not as entered)

These concerns may be caused by a software error in the DVD.

Action: In the event of a customer concern of the above, refer to the Repair Procedure outlined below to update the navigation computer map DVD.

PARTS:

6H42-10E898-BC (labeled '2008-2009') or later Refer to Service Marketing Bulletin **SMA08-10** for DVD-ordering information to obtain the latest DVD directly from Navteq.

TOOLS:

Refer to Workshop Manual (GTR) for any required special tools

WARRANTY:



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.

Description	SRO	Time (hours)	Part Description	Condition Code	Causal Part	Misc Code	Value
Update the navigation computer	86.53.89/38	0.10	Navigation DVD	42	YIW500210	ZZZ001	\$199.00

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 this bulletin applies to a specific vehicle.



REPAIR PROCEDURE

EXAMPLES OF NAVIGATION ROUTING ERRORS



NOTE: The routing error shown has only been reported in the San Francisco, CA and Seattle, WA regions. If the error shown is similar in Canada or other regions of the USA, submit an EPQR or contact the Land Rover Technical HelpLine.

1. After entering destination, suggested navigation route significantly longer than expected. (Figure 1)
2. Expected routes. (Figure 2)

Figure 1 - Incorrect Route



Figure 2



NOTE: The routing error shown has only been reported in the north-eastern region the USA. If the error shown is similar in Canada or other regions of the USA, submit an EPQR or contact the Land Rover Technical HelpLine.

3. Navigation system does not display city entered. (Figure 3)
4. City entered displayed / route as expected. (Figure 4)

Figure 3

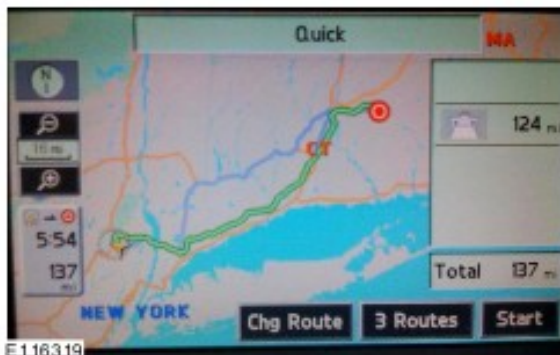
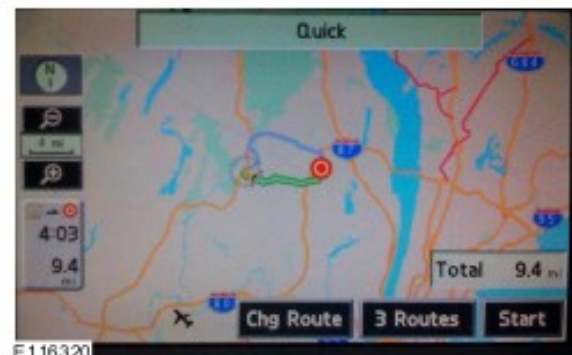


Figure 4





REPAIR PROCEDURE

REPLACE NAVIGATION SYSTEM DVD



NOTE: In the event of a concern outside of the stated regions do not assume that a Navigation map disc is the correct fix, as there could be a user preference set incorrectly. Confirm that 'Highways' and 'Toll Roads' are selected as part of the customer's preferences as well as confirming if any areas of the customer's Navigation are marked as 'Avoid Areas'. For further routing verification and assistance, contact the Land Rover Technical HelpLine @ 888-577-8577 or submit an EPQR. In either instance please have the Navigation DVD part number, starting address and destination, and a brief description or photo of the customer's routing concern.

1. Switch ignition 'ON'.
2. Remove Navigation system DVD.
3. Verify DVD part number:
 - If the DVD part number is 6H42-10E898-BB, continue to step 4.
 - If the DVD part number is not 6H42-10E898-BB, verify the Navigation system routing preferences / settings and contact the Land Rover Technical HelpLine if necessary.



NOTE: Upon inserting the Navigation map disc, the Navigation screen will show that the software is being loaded with a progress bar. As this update completes (approximately three minutes) the system will reset and go to the Navigation disclaimer screen. If the update is inadvertently interrupted, remove and insert the Navigation map disc to initialize the update.

4. Install new Navigation DVD, allowing the Navigation module to update.
5. Once the Navigation system displays the disclaimer screen, switch the ignition 'OFF'.