

Models LD - Defender
LM - New Range Rover
LA - Discovery 3
LS - Range Rover Sport
LF - Freelander 2

Title Types of media that can/cannot be played in factory fit cd units

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Category Electrical

Symptom 207000 Entertainment Systems

Issue

Over half of failed radio head units or separate cd players are found to have been loaded with incorrect media which is not compatible with Land Rover infotainment systems.

Cause

This is to make you aware of the types of media that may cause the unit to fail with the customer.

They are Copy control compact discs (CCCD)

Recordable compact discs (CD-R)

Rewritable compact discs (CD-RW)

Eco disc', which are very thin, only 0.6mm.

Content Please refer to attachment for examples of discs that are known to have caused damage.

Figure One

Cd's with paper labels, here the label is peeling off. We do not recommend using stickers or paper labels on the CDs, as they may become warped due to the heat that develops in the CD drive or CD changer, and in some cases become tangled in the mechanism.

In certain situations, the CDs can then no longer be ejected and cause damage to the CD player.

Figure Two

CDs that are warped, scratched, or have an abnormal edge. Also dirty disc's

Figure Three

Cracked Disc's

Figure Four

Abnormal shaped CD's

Figure Five and Six

Dual discs and examples of current discs that can be purchased.

Action

It is the recommendation that customers only use high quality 4.7 inches (12 cm) round discs 1.2 to 1.5mm thick, that show the compact disc digital audio logo on the disc or packaging

You **MUST NOT** attempt to open the unit to confirm the type of media that has been used by the customer as this will invalidate the warranty.

If a unit is to be returned that has customers CD's inside, **DO NOT** insert the transit bracket, as this damages the customers CD's and makes diagnosis impossible"

The owners handbook will be updated to confirm which discs can/cannot be used.

If a customer has repeat failures of head units /cd players you should discuss with them to ensure that they are using the recognised media.