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INFORMATION AND ENTERTAINMENT SYSTEM – GENERAL INFORMATION

NAVIGATION SYSTEM (G2401012)

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PRINCIPLES OF OPERATION

For a detailed description of the Navigation System, refer to the relevant Description and Operation section in the workshop manual. REFER to: [Navigation System](#) (415-01 Information and Entertainment System, Description and Operation).

INSPECTION AND VERIFICATION

 CAUTION:

Diagnosis by substitution from a donor vehicle is **NOT** acceptable. Substitution of control modules does not guarantee confirmation of a fault, and may also cause additional faults in the vehicle being tested and/or the donor vehicle.

 NOTES:

- If a control module or a component is at fault and the vehicle remains under manufacturer warranty, refer to the Warranty Policy and Procedures manual, or determine if any prior approval program is in operation, prior to the installation of a new module/component.
- When performing voltage or resistance tests, always use a digital multimeter accurate to three decimal places, and with an up-to-date calibration certificate. When testing resistance always take the resistance of the digital multimeter leads into account.
- Check and rectify basic faults before beginning diagnostic routines involving pinpoint tests.

1. Verify the customer concern
2. Visually inspect for obvious signs of damage and system integrity

Visual Inspection

MECHANICAL	ELECTRICAL
■ Infotainment compute control module ■ Infotainment gateway module ■ Touchscreen ■ Speakers	■ Fuses ■ Wiring harnesses and connectors ■ Infotainment compute control module ■ Infotainment gateway module ■ Touchscreen ■ Speakers

3. If an obvious cause for an observed or reported concern is found, correct the cause (if possible) before proceeding to the next step
4. If the cause is not visually evident, verify the symptom and refer to the Symptom Chart, alternatively check for Diagnostic Trouble Codes (DTCs) and refer to the DTC Index
5. Check the JLR claims submission system for open campaigns. Refer to the corresponding bulletins and SSMs which may be valid for the specific customer complaint and complete the recommendations as required

NAVIGATION SYSTEM SOFTWARE LEVEL CHECK

Make sure the navigation map system is updated to the latest level software. REFER to: [Navigation System Map Updates - All Markets Excluding China, Japan and Korea](#) (415-01 Information and Entertainment System, Description and Operation) / [Navigation System Map Updates - China Only](#) (415-01 Information and Entertainment System, Description and Operation) / [Navigation System Map Updates - Japan Only](#) (415-01 Information and Entertainment System, Description and Operation) / [Navigation System Map Updates - Korea Only](#) (415-01 Information and Entertainment System, Description and Operation).

DTC INDEX

For a list of Diagnostic Trouble Codes (DTCs) that could be set on this vehicle, please refer to Section 100-00. REFER to: (100-00 General Information)

[Diagnostic Trouble Code Index - DTC: Audio Amplifier Module \(AAM\)](#) (Description and Operation),
[Diagnostic Trouble Code Index - DTC: Infotainment Compute Control Module \(ICCM\)](#) (Description and Operation).

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