Reference	SSM73798
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 XE / X760 XF / X260 XJ / X351
Title	Concerns identified during or after updating InControl Touch Pro with the latest release of software
Category	Diagnostic Software Hardware
Last modified	01-May-2018 00:00:00
Symptom	000101 Diagnostic Concerns
Content	**Issue:** In some cases, vehicle functionality concerns have been identified which either prevent the software update to the InControl Touch Pro system, or cause system functionality concerns after the infotainment system was successfully updated. The vehicle may experience any of the symptoms detailed below: Before InControl Touch Pro Software Update: Ref: **NGI_REBOOT** - InControl Touch Pro system constantly rebooting. Common symptoms are reported as: • The constant reboot of the system will prevent the system successfully completing an attempted update. Note: '**NGI_REBOOT**' needs to be added to the first line of 'Detailed Diagnostics' of the Technical Assistance (TA) before being submitted to Local Technical Support (LTS) After InControl Touch Pro Software Update: Ref: **NGI_VOICE** - Voice / Speech concern as the system can no longer process voice inputs or outputs. **Note:** F-TYPE convertible models do not support voice commands and the "voice command" button on the steering wheel only provides a "mute" function. For this vehicle this issue only applies to voice output such as navigation guidance.

Common symptoms are reported as:

- Voice commands are not recognised.
- Voice output such as spoken navigation guidance is inoperative.
- If voice input and output are affected, you may find that the Voice Recognition menu is blank.
- If the issue is limited to a "voice input only" failure mode, this might be caused by a hardware failure of voice command button or microphone etc. Continue troubleshooting as normal and open a TA if required.

Note: '**NGI_VOICE'** needs to be added to the to the first line of 'Detailed Diagnostics' of the TA before being submitted to LTS.

Ref: **NGI_TIME / NAV** - Time / Navigation concern as the system can no longer process correct time or navigation position.

Common symptoms are reported as:

- Incorrect time being displayed.
- Navigation Central Car Position away from current location.
- Navigation Central Car Position shows the correct location and Navigation works as expected, except road names missing

Note: '**NGI_TIME / NAV**' needs to be added to the to the first line of 'Detailed Diagnostics' of the TA before being submitted to LTS.

Ref: **NGI_LIVE** - Live and Web Browser application functionality concern as the system can no longer process the operation of these applications.

Important Note: Before checking the symptoms below, make sure that the 'Delete Live' instructions have been completed after the software update and the Connectivity (Mobile Data or WiFi) is turned on with a valid and clear connection.

Common symptoms are reported as:

- Live application will not open when selected by the user
- Connected car functionality concern i.e. Web Browser inoperative

Note: '**NGI_LIVE'** needs to be added to the to the first line of 'Detailed Diagnostics' of the TA before being submitted to LTS.

Ref: **NGI_DVD_PC** - DVD Parental Control concern as the system can no longer play Parental Guidance (PG) Digital Video Discs (DVDs).

Common symptoms are reported as:

- Unable to play PG rated DVDs and Parental Control lock message is displayed

Note: '**NGI_DVD_PC'** needs to be added to the to the first line of 'Detailed Diagnostics' of the TA before being submitted to LTS.

Ref: **NGI_SYS_LANG** - System Language Settings default to English UK after a vehicle shut down whilst on latest software level.

Common symptoms are reported as:
- User sets relevant system market language, however this defaults back to English UK after vehicle shut down

Note: '**NGI_SYS_LANG'** needs to be added to the to the first line of 'Detailed Diagnostics' of the TA before being submitted to LTS.

Cause:

Internal concern with the module before or after the software update that is unable to be resolved without the need of a WebEx from Global Diagnostic Support (GDS) or the NGI Emergency Recovery Team.

Action:

- Confirm the vehicle symptoms match one of the descriptions detailed above.
- If the symptom matches, submit a TA to report the concern and request further assistance via WebEx.
- The TA will be reviewed and escalated to the appropriate team to schedule a WebEx for the corrective action.
- The Emergency Recovery process may require the Ethernet Cable described in tooling bulletins JSST073 / LSST100. Make sure this equipment is available when the TA is submitted to LTS.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.