Reference	SSM73965
Models	Discovery / L462 Range Rover / L405 Range Rover Sport / L494
Title	ISC update concern using PATHFINDER 175 for 17 MY vehicles equipped with rear seat entertainment
Category	Electrical
Last modified	17-Jul-2018 00:00:00
Symptom	207000 Entertainment Systems

Content	**ISSUE:**
	
	Jaguar Land Rover has identified a concern that affects the update of the Infotainment Slave Controller (ISC) from Phase 2.5 to the latest level for vehicles equipped with Rear Seat Entertainment. This concern can leave the ISC in a non-communicative state.
	
	CAUSE:
	
	This concern is currently under investigation with the Infotainment Engineering department.
	
	ACTION:
	
	If one of the vehicles detailed above requires an update, complete the actions detailed below:
	
	• Check if the vehicle has rear screens fitted.
	• Connect PATHFINDER to the vehicle and start a new session.
	• Select ECU Diagnostics
	• Select Infotainment Slave Controller (ISC) from the list.
	• Check the 'Vehicle Manufacture ECU Software Number' in the list
	• If any of the software part number listed below are read from the ISC, **DO NOT** attempt to program the ISC:
	   ◦ HPLA-11E013-BE
	   ◦ HPLA-11E013-BF
	   ◦ HPLA-11E013-BG
	
	Attempting to update or program any ISC with the listed part numbers will leave the module in an unrecoverable state.

If you have attempted to update or program a module with any of the listed part numbers, a new module will be required.

Note:
If a replacement module is being programed complete the actions detail in the action section and if the module has one of the Vehicle Manufacture ECU Software Number detailed above you will be unable to program the module.

PERMANENT CORRECTIVE ACTION:

An updated communication will be released when a Permanent Corrective Action (PCA) is available.

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.