

<b>Reference</b>	SSM74029
<b>Models</b>	Discovery / L462 Range Rover / L405 Range Rover Sport / L494 Range Rover Velar / L560
<b>Title</b>	Infotainment Incontrol Touch Pro Updates Pathfinder 180
<b>Category</b>	Electrical
<b>Last modified</b>	22-Aug-2018 00:00:00
<b>Symptom</b>	207000 Entertainment Systems
<b>Content</b>	<p><b>Issue:</b> A customer may report any of the following concerns when selecting functions on the touch screen for 17/ 18MY – L405 Range Rover/ L494 Range Rover Sport/ L560 Range Rover Velar/ L462 Discovery:</p> <ul style="list-style-type: none"> <li>• Video playback not possible although sound is functioning correctly.</li> <li>• 17C4 live apps and web browser inoperative.</li> <li>• 18MY 'Satellite radio false subscription message displayed on lower screen'.</li> <li>• French/ English language mix on touch screen of NGI system in French language setting.</li> </ul> <p><b>Cause:</b> Infotainment Master Controller (IMC) software.</p> <p><b>Action:</b> Using Pathfinder P180 or later, re-configure the IMC as follows:</p> <ul style="list-style-type: none"> <li>• Connect the Jaguar Land Rover (JLR) approved battery support unit.</li> <li>• Connect the JLR approved diagnostic tool to the vehicle and begin a new diagnostic session. The diagnostic tool will read the correct VIN for the current vehicle and automatically take the vehicle out of 'Transportation mode' if required.</li> <li>• Follow the diagnostic tool prompts.</li> <li>• Select 'ECU diagnostics'.</li> <li>• Select 'Infotainment Master Controller' (IMC).</li> <li>• Select 'ECU functions'</li> <li>• Select 'Update – InControl Touch Pro'</li> <li>• Follow all on screen instructions to complete the task.</li> <li>• If required, reset the vehicle to 'Transportation mode'</li> <li>• When all of the tasks are complete, exit the session.</li> <li>• Disconnect the diagnostic equipment and battery support unit.</li> </ul>

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.