

Reference	SSM74228
Models	E-PACE / X540 F-PACE / X761 F-TYPE / X152 I-PACE / X590 XE / X760 XF / X260 XJ / X351
Title	InControl Remote Apps not Operating as expected
Category	Electrical
Last modified	22-Dec-2018 00:00:00
Symptom	207000 Entertainment Systems
Attachments	bcall button1.pdf (bcall button1.pdf)
Content	Applicable to 18MY and 19MY vehicles only.

Issue:

Incorrect function of the Incontrol Remote Apps feature including Remote Climate feature not functioning and Remote App will not contact the vehicle.

Cause:

A change in the configuration files sent from an external server to the Telematics Control Unit (TCU) to vehicles since 09th December 2018 triggers a fault on the TCU.

Action:

Do NOT replace TCU, or IMC (Infotainment Master Controller) or update any other modules, as this will NOT resolve this issue. Complete the following steps:

1. Connect the JLR approved battery support unit.
2. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
3. Follow the JLR approved diagnostic equipment prompts.
4. From the home screen select: Service.
5. Complete a vehicle reset by Selecting 'Body Control Module [BCM]: Vehicle reset.
6. Disconnect the JLR approved battery support unit and JLR approved diagnostic equipment
7. Complete a long bCall press (Minimum 10 seconds) refer to attachment. This will upload the latest off board server data.
8. Lock the vehicle and allow the CAN network to close down fully (Minimum 15 minutes).
9. Request the customer to completely close the Incontrol Remote App on their mobile device and then re-open (so that the Incontrol App loads all the previous journeys and latest location). Update time will

depend on data size.

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.