

Reference	SSM74213
Models	I-PACE / X590
Title	Upper and Lower screen blank. (IDMA and SICP)
Category	Electrical
Last modified	16-Dec-2018 00:00:00
Symptom	207000 Entertainment Systems

Content**Issue:**

Both screens will appear blank and do not come back online after an ignition cycle.

Acronyms:

Upper screen = Interactive Display Module "A" (IDMA)

Lower screen = Super Infotainment Control Panel (SICP)

Cause:

Under investigation. This SSM is to collect detailed data for root cause analysis and solutions and to provide an interim reset procedure

Action:

Please complete the questionnaire below and report findings via an EPQR.

Please run an Autoscan report and attach it to EPQR.

Please run a DTC report and attach it to EPQR.

1. Was the car delivered from customer, or found at dealers?
2. What was the ambient temperature (Degree) when issue appeared?
3. How long was the vehicle parked / not in use before issue appeared?
4. Was vehicle stored outside or inside (Garage)?
5. If outside, what weather condition (dry, wet, snowing)?
6. Was the car set with "VEHICLE PRECONDITIONING"? Yes/No
7. Was the car on HV Charge? Yes (AC or DC)/No
8. Is back light on the upper screen (IDMA) illuminated? Yes/No
9. Are the outer soft keys on the lower screen (SICP) for Front climate screen- A/C, Max A/C, Max heated windscreen, Rear heated windscreen illuminated? Yes/No
10. If the Radio was on, is it still working? Yes/No
11. Is the media information displayed in Instrument Cluster? Yes/No
12. Is the car connected to 12V power supply? Yes/No
13. Does the reverse camera image show when reverse is selected? Yes/No

Reset Procedure:

1) IDMA Reset:

Pull Fuse 1 (15A) from the QUIESCENT CURRENT CONTROL MODULE, located Right Hand rear quarter trim panel

If this resolves the issue please, reset is complete.

If issue is still present continue with step 2

2) IMC Reset:

Pull Fuse 5 (15A) from the QUIESCENT CURRENT CONTROL MODULE, located Right Hand rear quarter trim panel

If this resolves the issue please, reset is complete.

If issue is still present continue with step 3

3) SICP Reset:

Pull Fuse 15 (15A) from the QUIESCENT CURRENT CONTROL MODULE, located Right Hand rear quarter trim panel

If this resolves the issue please, reset is complete

If issue is still present continue with step 4

4) Quick power mode cycle:

Turn Ignition off

Wait for 15 seconds

Turn Ignition On

If this resolves the issue please, reset is complete

If issue is still present continue with step 5

5) Quick sleep cycle:

Turn Ignition off

Single lock vehicle

Wait for 10 mins

Enter Vehicle

Power on vehicle. Start vehicle (Press brake pedal, Ignition on).

If this resolves the issue please, reset is complete

If issue is still present continue with step 6

6) Battery hard reset:

Remove 12V Main battery (T4) negative terminal.

Wait for 10 seconds.

Connect 12V Main battery (T4) negative terminal.

If this resolves the issue please, reset is complete

If all this does not solve the issue, then a Technical Assistance (TA) should be submitted to Local Technical Support (LTS) with this information.

Your assistance in providing this information is greatly appreciated and will assist in JLR Providing a robust and fast solution.

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.