

INCONTROL® REMOTE APPS NOT FUNCTIONING AS INTENDED



NAS18.12.021 | WORKSHOP

CAN/USA

AFTERSALES BULLETIN

DECEMBER 21, 2018

Issue:

Incorrect function of the InControl® Remote Apps feature (Remote Climate feature not functioning, Remote App will not contact the vehicle, etc.).

Cause:

A change in the configuration files sent from an external server to the Telematic Control Unit Module (TCU) to vehicles since December 9, 2018, triggers a fault on the TCU.

Action:

Do NOT replace TCU or Infotainment Master Controller (IMC) or update any other modules as this will NOT resolve this issue.

Perform the following:

1. Connect the Jaguar Land Rover-approved battery support unit.
2. Connect the Jaguar Land Rover-approved diagnostic equipment to the vehicle and begin a new session.
3. Follow the prompts.
4. Select **'Service'** from the home screen.
5. Select **'Body Control Module [BCM]: Vehicle reset'** to perform a vehicle reset.
6. Exit the session and disconnect the battery support unit and diagnostic equipment
7. Perform a long bCall press (**minimum 10 seconds; see**) to upload the latest off board server data.
8. Lock the vehicle for a minimum of 15 minutes to allow the CAN to close down fully.
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.

If after performing the above procedure the issue continues, submit a Technical Assistance (TA) request.

bCall Button location

