

# Special Service Message

NOTE: A Special Service Message is a formal communication issued by Jaguar and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Jaguar technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74763 - 18MY Onwards - TCU3 Remote App not working

**Models :** E-Pace / X540

E-Pace / X540 (China  
L2C)

F-Pace / X761

F-Type / X152

I-Pace / X590

XE / X760

XE / X760 (China L2C)

XF / X260

XF / X260 (China L2C)

XJ / X351

**Engineer Name :** Mann Tom

**Name :**

**Last** 20 MAR 2020 15:22:40

**Modified :**

**Category :** Electrical

**Symptom :** 207000 Entertainment Systems

**Content :** Issue:

InControl Remote App does not update vehicle location or show correct vehicle status. Remote features (e.g.: Remote Engine Start, Beep and Flash, Remote Lock/Unlock etc.) do not work.

Cause:

The Telematics Control Unit (TCU) unable to communicate with Telematics Service Provider due to curl library error.

Action:

1. Ensure Pathfinder tool is updated to the latest version.
2. Connect the JLR approved battery support unit the vehicle.
3. Connect the JLR approved diagnostic equipment to the vehicle and begin a new session.
4. Follow the JLR approved diagnostic equipment

prompts.

5. Select 'ECU Diagnostics'.
6. Select 'Telematics Control Unit Module (TCU)'
7. Select 'ECU Functions'
8. Select 'TCU Module Reset'.
9. Follow all on-screen instructions to complete the task.
10. When all of the tasks are complete, exit the session.
11. Disconnect the JLR approved diagnostic equipment and the JLR approved battery support unit.