
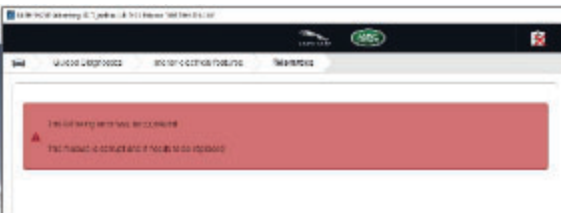


# TECHNICAL TOPICS

## ELECTRICAL



<h3>TCU Connectivity Concerns</h3>	<p>17-22MY Range Rover, RR Sport, RR Velar, RR Evoque, Discovery, Discovery Sport, XE, XF, F-PACE, F-TYPE, E-PACE fitted with TCU3</p>
<p><b>Customer Voice:</b></p> <ul style="list-style-type: none"> <li>Connectivity functions are no longer working (InControl App, SOTA, Traffic Information, Data Functions), SOS malfunction, Erroneous E-Call Trigger</li> </ul> <p><b>Technical Description:</b></p> <ul style="list-style-type: none"> <li>Various symptoms related to TCU functionality</li> <li>Numerous error modes may be resolved without updating or replacing the TCU.</li> </ul> <p><b>Status:</b></p> <ul style="list-style-type: none"> <li>Ensure customer account is active using InControl Portal</li> <li>Ensure ALL faults are worked through using TOPIx diagnostics, and Pinpoint tests prior to any update attempts on the TCU</li> <li>Complete Pathfinder guided diagnostics only after ensuring information on TOPIx has been referenced.</li> <li><b>Please escalate ALL TCU3 programming failures through the TA process, this does include situations where Pathfinder states “Corrupt Module Requiring Replacement” – we are working on recovering these modules locally due to current supply constraints</b></li> </ul> <p>Refer to TOPIx workshop manual 415-01: Diagnosis and Testing- Telematics</p>	 <p>The screenshot shows a notification in the InControl app. The notification text reads: "For a better experience, please update your app to the latest version. The current version is 1.1.0. The latest version is 1.1.1. Please update your app to the latest version." Below the notification is a list of steps to resolve the issue, including checking the internet connection, restarting the app, and updating the app.</p>  <p>The screenshot shows the TOPIx diagnostic tool interface. A red banner at the top of the main content area displays the error message: "The module is corrupt and requires replacement." The interface includes navigation tabs for "HOME", "WORKSHOP", "INFORMATION", and "HELP".</p>

