

TECHNICAL TOPICS

ELECTRICAL



TCU3 Programming Concerns	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>Customer Voice:</p> <ul style="list-style-type: none"> Connectivity functions are no longer working (InControl App, SOTA, Traffic Information, Data Functions), SOS malfunction, Erroneous E-Call Trigger <p>Technical Description:</p> <ul style="list-style-type: none"> Various symptoms related to TCU functionality Numerous error modes may be resolved without updating or replacing the TCU. <p>Status:</p> <ul style="list-style-type: none"> Ensure customer account is active using InControl Portal Ensure ALL faults are worked through using TOPIx diagnostics, and Pinpoint tests prior to any update attempts on the TCU Complete Guided Diagnostics only after ensuring information on TOPIx has been referenced. There have been programming improvements in PF 368 that will also transition to Cloud when implemented, however there will still be some modules that require additional support. Please escalate ALL TCU3 programming failures through the TA process, this include situations where Pathfinder states “Corrupt Module Requiring Replacement”, or software level below 10.2 There is a process in place to recover these modules through sending the module into Mahwah. <p style="text-align: center;">Refer to TOPIx workshop manual 415-01: Diagnosis and Testing- Telematics</p>	<p>The image shows two screenshots from a diagnostic tool. The top screenshot displays a 'NOTE' box with text: 'For a detailed POC for a diagnostic operation please refer to the relevant software manufacturer's page.' Below this is a list of steps: 1. Connect to the vehicle using the correct PIN, 2. Connect to the vehicle using the correct PIN, 3. Connect to the vehicle using the correct PIN, 4. Connect to the vehicle using the correct PIN, 5. Connect to the vehicle using the correct PIN. The bottom screenshot shows a red warning banner with the text: 'THE PRODUCT IS CORRUPTED & MUST BE RECOVERED'.</p>

