

IMC Customer Concern Intermittent or Permanent Loss of Audio

Concern

Due to time required to complete in shop vehicle set up and workflow for Audio loss, it has been found that workflow may provide false result if IMC is not in a faulted state when workflow is run to identify potential Polar Switch Firmware fault.

Action

It is recommended to perform the following check to confirm in real time result of workflow for Polar Switch Firmware while Audio concern is actively present.

NOTE: This should be performed as a supplementary check to the Guided Workflow only.

1. Using Touch Screen press and hold left of clock until Service Screen is displayed
2. From the Service Screen, select the Service Information tab to access the System Information screen
3. Then select Infotainment Master Controller tab to review the software currently reporting in the IMC

Workshop Manual, Section 415-01: Information and Entertainment > Diagnosis & Testing & Training > CDC800257ENLNA_116L - Infotainment

Range Rover

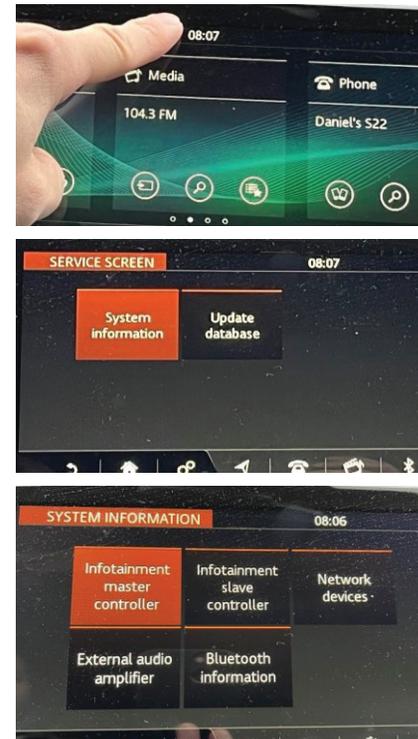
- 17-22MY Range Rover
- 18- 20MY Sport
- 18 - 20MY Evoque
- 18-20MY Velar

Discovery

- 17-22MY Discovery
- 18-20MY Discovery Sport

Jaguar

- 19-20MY I-PACE
- 18-20MY F-PACE
- 18-20MY XF
- 18-20MY E-PACE



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Continuing from previous slide, once Infotainment Master Controller tab is selected the IMC files reporting will be displayed. Scroll down the list until “Polar Switch Firmware” is displayed.

Range Rover

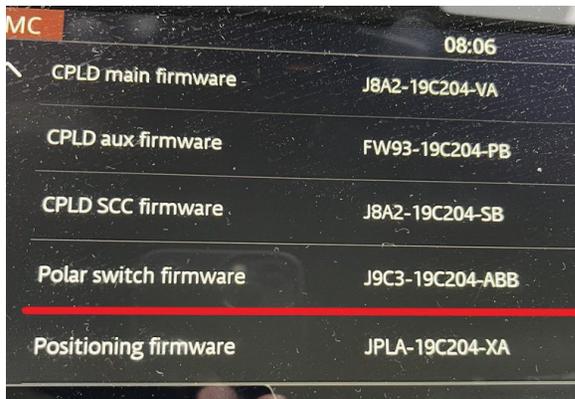
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If Polar Switch Firmware reports in IMC recommendation is AAM replacement



If Polar Switch Firmware does not report and shows “Feature not fitted” recommendation is IMC replacement